

OASSIS Annual Survey Results

As part of our efforts towards continuous improvement, OASSIS conducts an annual customer survey

Here are the results:

90%

of survey respondents said the 3 month premium reduction in June, July and August was helpful

82%

of survey respondents say the Benefits Administration team is quick to help and knowledgeable

97%

of survey respondents say they would recommend OASSIS!

93%

of survey respondents say their budget has either stayed the same or decreased since last year

Based on your ranking, our top 3 services are:

1. Benefits administrator
2. Online self-administration system
3. Disability Coordinator

The top 3 reasons why you stay with OASSIS:

1. OASSIS not-for-profit status
2. Customer service is responsive to your needs
3. Rates are stable, year over year

Some survey comments... and answers

1. “Accept all forms electronically, including beneficiary forms.”

We have heard this from a few of our employers in the last few months. Most insurers in Canada require a “wet” signature on beneficiary forms, however that has recently started to change. We know with some of the challenges presented by COVID, that getting signatures from employees off-site has become more of a challenge. Rest assured, OASSIS is working hard to facilitate electronic enrolments in the future.

2. “I would like a summary of the spending of our employees and so far have not been able to get this even though I know other providers are receiving this.”

Likely this comment was from one of our employers in our small pool. Employers in our small pool (organizations with 1-20 employees) support each other during high and low claiming years to keep premiums stable and affordable because not everyone has high claims at the same time. So essentially, you share the wins and losses of the pool of 330+ employers. Although there are many benefits of this structure, the downside is that we do not segregate claims experience “by employer” for our smaller organizations.

3. “What is the advantage of having OASSIS as a middle-man between the organizations and the insurance carrier?”

We love this question! As the Plan Sponsor, we combine all our clients as a single unit, in order to obtain better rates from vendors (i.e. insurance companies). As a single employer, you are part of a very large buying group, negotiating pricing, service agreements and plan design on your behalf.

And... some positive responses

- “OASSIS was very supportive during the pandemic, providing timely information and responding to multiple requests as quickly as possible. Our fantastic Benefits Administrator was always on hand to provide answers to the ever changing scenery created by the pandemic. We are grateful to OASSIS for their excellent service.”
- “I very much like the newsletter. Whenever I need to contact OASSIS for any changes, I receive a reply. My needs are always addressed to my fullest satisfaction. It is always a very positive experience to deal with OASSIS employees. It is nice to have the same contact person. I feel well cared for and valued as a client.”
- “Switching to OASSIS has reduced our benefit premiums which in turn has allowed us to offer additional benefit coverage to our plan members.”