



Active Employees

800.421.3142 (toll free)
www.pierceins.com

North Carolina Retirees

855.627.3847 (toll free)
www.ncretiree.com

PO Box 727
3747 S. Main Street
Farmville, NC 27828
info@pierceins.com
252.753.3582 (direct)
252.753.3941 (fax)

PIA Values: www.pierceins.com

1. Our Experience

- a. Pierce Insurance has been serving employees and retirees since 1955
- b. Our first customer: John Umstead Hospital is still a customer today
- c. Negotiating Power
 - i. Most innovative products
 - ii. Buying power due to large customer base. Customer base exceeds 330,000
 - iii. Customize products to fit the customer needs

2. One Number. One Call. One Solution 855-627-3847

- a. Benefit Counselors with over 400 years of combined experience
- b. Dedicated Toll free number for NC retirees
- c. Customized communication materials consisting of
 - i. Enrollment booklet
 - ii. Dedicated website: www.ncretiree.com
 - iii. Monthly: postal mailing and email campaign to new retirees
 - iv. Annual Open Enrollment: postal mailing to 225,000 retirees and email campaign to 80K
- d. On site record keeping for streamlined service

3. Enrollment capabilities

- a. Phone enrollment
- b. Paper enrollment
- c. Online enrollment capabilities