

# A CATEGORY OF ONE

.....  
Making an educated  
PEO decision

## Our Mission

To Help Businesses Succeed so Communities Prosper

When it comes down to it, Insperity is in a category of one.

We remain trailblazers in our industry,  
and our business practices set us apart from the pack.

The Insperity business model is to  
manage risk and improve productivity.  
Our full-service Workforce Optimization® solution  
helps our clients do just that.



# Manage Risk

For complaints filed with the **EEOC**, the **DOL** and **OSHA** in 2015, here's how we helped our clients:

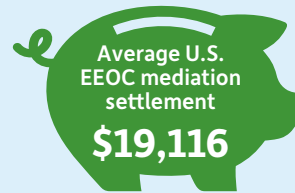
## EEOC COMPLIANCE



Remaining complaints  
have an average  
settlement cost of

**\$7,293**

when handled by  
Insperty EEO Services



## UNEMPLOYMENT CLAIMS

67

claims received per day in 2015

18%

Number of claims disputed

75%

success rate of disputed claims

## SAFETY SERVICES

- Help protect clients and their employees by making recommendations that reduce workplace hazards through 247 safety inspections and surveys per month
- Help reduce OSHA fines by 46% on average for Insperty clients
- Safety services client satisfaction 97%



## HEALTH BENEFITS COSTS

The structure and design of Insperty's Group Health Plan helps us keep costs low while providing value to employees. The compound annual cost increase for group health insurance and related benefits for Insperty over the last 10 years is 4.8%<sup>1</sup>



<sup>1</sup> This percentage is primarily based upon the overall experience of the Insperty Group Health Plan, and is not reflective of past changes or a guarantee of future changes to a client's comprehensive service fee.

## RESOURCES & TRANSPARENCY

Our 2015 gross revenue was **\$2.6 billion**.

PEOs that aren't publicly traded are not required to share their financial information with you.

As a public company, you can see we have the support to back up our contractual responsibilities.

Do other PEOs have the capital to execute on commitments?  
**We do.**

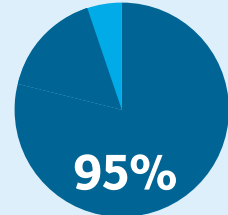
# Improve Productivity

Increase efficiency and let yourself focus on **growing your business**. Here's how we help you get there:

## SUPERIOR CUSTOMER CARE



Contact center handles over 1000 calls per day



of worksite employees' needs resolved in <6 minutes

Resolving questions on medical benefits, 401k, Employee Service Center and Marketplace

Operation centers in Atlanta, Dallas, Houston and Los Angeles with sales offices nationwide. Is your city missing? Don't worry, we're still expanding.

## SEAMLESS TRANSITIONING



## CUSTOMER SATISFACTION

We have a history of meeting and exceeding our clients' expectations



\* [www.theacsi.org/national-economic-indicator/us-overall-customer-satisfaction](http://www.theacsi.org/national-economic-indicator/us-overall-customer-satisfaction)

# Our Pricing Model

$$\frac{\text{Direct Cost Allocations} + \text{Administrative Charges}}{\text{Total Wages}} = \text{Service Fee \%}$$

Our pricing model is **simple**.

It was developed with the business owner in mind – better for budgeting, planning, forecasting and predicting the cash flow impact of labor costs.

We use per employee, per diem allocations for direct cost allocations<sup>1</sup> and administrative charges, then divide that by their total wages to get the most accurate service fee percentage.

As an example, you'll never overpay for employees who leave mid-month because the per diem charges stop on that date.

**Our pricing model is unique within the PEO market.**



# Best PEO for Small Businesses

**Business News Daily** named Insperty the best PEO for small businesses in 2016.

**“Insperty combines a comprehensive suite of PEO services with top-notch, hands-on customer service and an easy-to-use online employee portal. Few PEO providers offer the wide range of services that Insperty does.”**

Also, **Business News Daily** notes that Insperty was originally accredited by Employer Services Assurance Corporation in 1996 and is currently in good standing, according to the ESAC website.

Read more here: [www.insperty.com/businessnewsdaily](http://www.insperty.com/businessnewsdaily)

<sup>1</sup> Taxes and workers' compensation insurance are calculated as a percentage of wages.

“ Insperty has a BBB rating of A+. Most of the PEOs we examined were not BBB-accredited and did not have such a high rating. ”

**We practice what we preach. Insperty has been recognized 118 times nationwide as a top workplace.**

**HR and Business Performance Solutions:** Workforce Optimization® Services | Human Capital Solutions  
Payroll Services | Time and Attendance | Performance Management | Organizational Planning | Recruiting Services  
Employment Screening | Financial Solutions | Expense Management | Retirement Services | Insurance Services

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