

# ABM

Insurance & Benefit Services, Inc.

# Your one stop for insurance needs! 2021

1-800-362-2809 • [www.getagreatquote.com](http://www.getagreatquote.com)

## Our Exclusive Newsletter for Commercial Clients

### IN THIS ISSUE:

- Think Your Business Will Never Be the Victim of a Cyber Attack? Think Again. Pg 1-3
- Mike's Notes Pg 2-3
- Legislation and COBRA Pg 3-5
- Meet ABM Insurance & Benefit Services Pg 4
- ABM Weird facts Pg 5,7
- 13 Common Human Resources Complaints (And How Companies Can Deal With Them) Pg 5-7
- Cyber Liability Insurance Pg 8
- ABM 360 Pg 8



# CYBER SECURITY

## Think Your Business Will Never Be the Victim of a Cyber Attack? Think Again.

Cyber crime is on the rise--and your business is more susceptible than you think. In 2019, the World Economic Forum listed cyber attacks as the second biggest risk to businesses worldwide. The problem has only worsened as a result of the COVID-19 pandemic; technology is playing a bigger role than ever in business as social distancing efforts normalize working remotely. Home internet connections are often less secure and more difficult for company cyber security measures to control than office connections, and leave companies vulnerable to cyber attacks.

As cyber criminal groups become more sophisticated and learn to take advantage of new vulnerabilities, thwarting their attacks becomes harder. If a company is targeted by ransomware, a type of malware that blocks access to the victim's computer systems until a ransom has been paid, a simple data backup might be all that is needed for the company to right the ship without paying the hacker. However, cyber criminals often block this solution by also stealing private data they can threaten to leak, giving businesses a second reason to pay up even if they've backed up their systems.

A growing number of companies are finding themselves in such situations. Not just small companies that lack the infrastructure to fight back; even large companies



## Mike's Notes

### It's Time to Review your Employee Benefit Program

In a survey conducted by Care.com, 98% of the 500 leaders surveyed stated that they plan to offer new and/or expanded benefits for their employees, prioritizing things like childcare, flexible hours, and mental health support. Now, more than ever, benefits programs could be a deciding factor for people when choosing an employer. If you want to attract and retain the best employees, you have to be competitive not just in salary, but in your benefits offerings as well.

#### *How COVID-19 Changed Everything*

There's no denying that life and business were turned upside down because of the pandemic and lockdown. With so many businesses moving to remote work models, employers and employees alike have been forced to adapt and reassess their priorities. As families have gone into lockdown, they've faced complications and compromises. With children attending classes online at home, some parents are suddenly without any sort of childcare that would allow them to maintain their regular work. And children are the only loved ones in need of care and attention. Many employees have elderly relatives that they care for and many of them have already switched their senior care options or are now considering switching to in-home care. For others, the social distancing has meant they are socially isolated, making mental health support more important than ever.

#### *Which Benefits Really Matter*

When reviewing your current Employee Benefit Program, you need to stop and consider which benefits really matter in a post-COVID business. Think about the problems that employees are facing and whether the benefits truly help make their lives better and fuller. In "The Future of Benefits" report that Care.com published, 89% of leaders said that while they were adding and expanding some benefits, they were compensating by reducing or eliminating others. Consider which benefits don't really matter or help your employees now. For example, on-site child care centers might have been a huge perk for employees prior to COVID, but now it would be more beneficial for them to have more flexible working hours while their children are learning at home. Other on-site perks like gyms or lounges with free snacks or meals no longer matter. Instead, having mental health support to help employees cope with social isolation is much more important. And it doesn't stop with the mental health of your employees. During the pandemic, the CDC reported an increase in ER visits for children and teenagers related to anxiety and depression. That means that employees are looking for mental health benefits that will support not just themselves, but their families as well.

#### *Attract & Retain the Best Employees*

Choosing the right benefits for your company and your employees can be daunting. There's no perfect right or wrong answer on which benefits to offer or what care providers to work with. Each and every business is as unique as the employees that work there. ABM has worked in the benefits industry for 32 years and I used this experience to create the Employee Benefits Blueprint—your secret weapon go attract, motivate, and retain quality employees!

In this 129-page book, I compiled a comprehensive guide to help you better understand different types of benefits and coverages so you can make the right decisions for your employees.

During his 32-year career, I worked as an underwriter and contracting specialist for national insurance companies, giving him extensive knowledge that he wants to share with you, giving you insight that you can leverage to make the choose the best benefits for your business.

#### *Cost of Employee Benefits*

This is more than just a monetary cost associated with the price tag on the benefits package you choose to offer. There are a lot of things to consider when discussing the benefits you want to offer. First, consider the cost of recruiting, hiring, and training new employees. Think about the time it takes from your HR staff, managers, and supervisors to not only find the right employee but also bring them up to speed. Then imagine how much money you could save if you didn't have to continually go through this process. How much time and money could you save by retaining not just any employees, but your best employees?

Offering your employees a good benefits package will help you retain them. And, when you do have openings and need new employees, a competitive benefits offering will help you attract the best and strongest applicants. You might even find that you get more employee referrals when your current employees are happy and feel supported.

If you currently offer benefits or thinking of adding them, call me to schedule a 15 minute discussion at 800-362-2809. I know benefits and can save you hours of time and frustration.

#### *Continued from page 1*

with the resources to defend themselves are falling prey to these attacks. The Colonial Pipeline recently made headlines when it paid ransomware attackers nearly \$5 million to recover its stolen data. Likewise, the Washington, D.C. police department recently had sensitive data leaked by cyber criminals after refusing to pay a ransom in the worst ransomware attack ever experienced by a United States police department.

While cyber attacks have increased in frequency and sophistication in recent years, cyber insurers have responded with more comprehensive policies than ever before. Companies can take advantage of this to protect themselves from costs incurred due to a data breach or malware attack, or recover revenue lost during a cyber attack-related network outage. Cyber insurance can mitigate numerous risks, and the best type of coverage depends on your situation.

If you think your business will never be the victim of a cyber attack, think again. It can happen to even the largest and most well-funded companies, and it can happen to you, too. The best solution is to invest in cyber insurance. By assessing your company's vulnerabilities and making a plan to protect yourself now, you will prevent lost time and money down the road. If you would like to protect your business from the unexpected cost of hackers, ransomware, damage to software / hardware and the lost revenues from downtime while dealing with hackers, call Samantha Kato, cyber liability specialist at 800-362-2809 or visit: <https://bit.ly/3fzDRVX>

## **New Legislation and COBRA**

Recently, congress passed the American Rescue Plan Act of 2021 (ARPA). There are many items in this law, but there are two specifically that affect Group Insurance Plans we provide to your company. The major changes occur under Federal and State COBRA, listed below is an explanation on how we will be handling this change. The only FSA change in this law is raising the limit for FSA DCAP limit in 2021.

Continued from page 3

**IMPORTANT – PLEASE NOTE: THIS IMPORTANT CHANGE ONLY EFFECTS YOUR ORGANIZATION IF YOU HAVE 20 or MORE EMPLOYEES AND ARE REQUIRED TO OFFER COBRA.**

ARPA allows COBRA Federal and State qualified beneficiaries (QB) to have 100% subsidized COBRA coverage from 04/01/2021 to 09/30/2021. The 100% subsidy is fully covered by the Federal Government.

The following qualified beneficiaries qualify:

- Anyone that was involuntary terminated or involuntary reduction of hours. (The QB would have had to be let go by their employer or reduced hours lead to no benefits where the employee did not choose to reduce hours)
- The QB, if involuntary terminated and has COBRA time left, can get 100% paid-for COBRA.
- No dependent COBRA events qualify. If the COBRA event was for a dependent, they do not qualify for the subsidy.
- There is no increase in COBRA time. The period is still only 18 months.
- Anyone that terminated prior to 11/01/2019 would not qualify.
- If the qualified beneficiary COBRA time ends during the 100% subsidy, their coverage still ends at the end of the 18 months.
- If the qualified beneficiary has not elected nor paid up to 03/31/2021, the QB still qualifies.
- The qualified beneficiary will have to elect now, and they can come back on COBRA starting 04/01/2021 to take advantage of the 100% subsidy.
- The QB DOES NOT have to come back to their original loss of coverage date.
- The QB can stay on for just the 6 months (if the QB has that time left) and then drop off.
- The insurance carrier DOES NOT have to pay for any claims during gap of coverage.

For example, John Doe was terminated from ABC Company on 12/31/2020 with a COBRA start date of 01/01/2021. John does not elect COBRA. John then gets a letter about the COBRA subsidy and elects to come on starting 04/01/2021. John can elect and come on for 04/01/2021 not having to pay or be covered from 01/01/2021 to 03/31/2021.

What coverage options are available to those that qualify for the subsidy:

- All COBRA coverage; specifically, medical, dental, and vision. FSA do not qualify but integrated

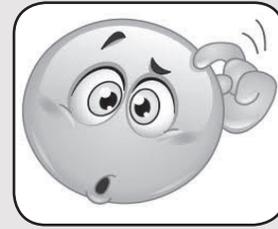
## **ABM Insurance & Benefit Services**



## ABM Weird Facts

### Cotton candy was invented by a dentist

Dentist William Morrison and confectioner John C. Wharton invented machine-spun cotton candy in 1897. It was first introduced at the 1904 World's Fair as "Fairy Floss." Then, another dentist, Josef Lascaux, reinvented the machine in 1921. He came up with the name "cotton candy," which replaced "fairy floss."



*Continued from page 4*

- Qualified beneficiaries can be allowed to change coverage if the group has more than one plan above from the plan they were currently on. It can only be a plan though that is LOWER COST than the plan they are currently on.
- The qualified beneficiary can have 100% coverage paid for employee only, employee spouse, employee child(ren) or family coverage.
- The qualified beneficiary can also add family members to the COBRA coverage with a change of status event.

*What do you need to do as an employer?*

Run a payroll report of everyone that terminated after 11/1/2019 that had medical, dental or vision benefits prior to termination. Please also indicate if they were involuntary or voluntary terminated from employment.

Any terminations going forward will need to specify involuntary versus voluntary terminations.

The Federal Government is also paying all 2% fees, but they will be given to you the employer and should be included i.e. (102%) of current premium.

### **COBRA Notification and Election Period:**

The notification language is coming from the Federal Government and they have 30 days to supply the language. We anticipate this date to be around 04/05/2021 as that will be right around the 30-day period for the government language.

Once the qualified beneficiaries receive the new paperwork, they have 90 days to elect.

Call us at 800-362-2809 with questions or concerns. You can also visit us at [www.getagreatquote.com](http://www.getagreatquote.com)

## **13 Common Human Resources Complaints (And How Companies Can Deal With Them)**

By: Christine Wazorek

Human resources departments see their share of problems come into their report stack. Some of them are unique in how they present themselves, but the great majority of these complaints likely falls into an easily-defined category. With the prevalence of these common complaints, many professionals have worked out their own ways to deal with them and help the company move past underlying issues. Here, 13 members of Forbes Human Resources Council take a look at their own methodology in dealing with these common human resource issues, and explain how businesses can resolve them before they become a thorn in their side.

*Continued from page 5*

### **1. Ambiguously-Defined Employee Roles**

Working with startups, I hear a lot of dissatisfaction with the lack of clear, precise roles and responsibilities. Despite efforts to draw clearer boundaries and delineations, startup jobs tend to wear a lot of hats and evolve over time. Hiring managers must honestly communicate this reality to candidates and find ones who embrace ambiguity, are calm during storms, and are creative and adaptable. - Angela Nguyen, Ad Exchange Group

### **2. Bosses Playing Favorites**

It's surprisingly common for an employee to feel their boss is playing favorites. They see someone frequently chatting with the boss, getting choice projects or leaving early, and understandably make assumptions. Stronger communication skills can help alleviate this. If a worker is comfortable speaking up or if a boss makes a point of talking with employees daily, these incidents decrease. - Michele Markey, SkillPath

### **3. Lack Of Transparency With Applicants**

Learn to be transparent with your applicants! Applicants are only pushing you for answers when they haven't heard anything for an extended period of time. The more transparent you are on your practices, the fewer questions you'll receive. Don't be stingy. Your recruiting process is not a trade secret -- we all hire people the same way for the most part. Set your company apart by being open! - Adam Mellor, ONE Gas, Inc.

### **4. Disconnect Between Employees And Managers**

Disconnects in an employee-manager relationship are a common complaint. Transparency and a people-first methodology are key to ensuring this disconnect is prevented. Create a culture where your employees can feel totally self-expressed and aligned to the company's mission. Ensure measurements of success (i.e. key performance indicators, targets, goals) are clearly established between employees and respective leaders. - Jamie Hoobanoff, The Leadership Agency

### **5. Unclear Promotion Process**

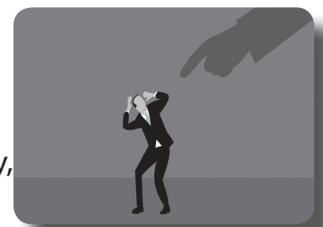
When a promotion cycle has been finalized, it's inevitable that some employees are left behind and left feeling upset. One consistent complaint is that there is not a clear enough "checklist" around what it takes to get promoted. Companies should mitigate checklist mentality by depersonalizing the process and sharing other variables considered, such as time in role, business need and general requirements. - Bianca McCann, Trifacta Inc.

### **6. Communication Silos**

The most common complaint I received regularly over the years has been about communication silos. Avoid this by adopting an inclusive mindset and the perspective that when it comes to sharing information, exceptions always exist; however, more is generally always more. Transparency starts at the top and is reinforced by key communication channels that allow it to flow freely throughout the company.

### **7. Bullying And Hostile Work Environments**

One common complaint is, "Jane Doe is a bully and this is a hostile work environment." Most times, employees do not understand the term "bully" and "hostile" work environment. Conduct team meetings detailing what these terms really mean. Many "bullies" claim they are being "bullied." Sadly, the "bullied" employee is usually too scared to discuss. - Patricia Sharkey, Sharkey HR Advisors



### **8. Escalating Resource Needs**

"I have too much work, not enough time to complete it and my boss doesn't hear my cry for help." I suggest a one-page executive summary, presenting a clear issue statement with supporting data, actionable options and a recommendation. If it's a project, consider adjusting scope, schedule or budget. If daily work, consider a task inventory method: start, stop, continue with a risk filter overlay.

### **9. Not Enough PTO**

Unfortunately, some employers still don't realize that work-life balance is necessary for keeping employees engaged. As a result, workers may complain about only getting one or two weeks of personal time off a year, which is insufficient for working parents or those caring for elderly relatives, but who still need an occasional break. Employers should take this into account when determining PTO plans. - John Feldmann, Insperity

### **10. Termination Without Explanation**

All too often, when a manager disciplines or terminates an employee for poor performance, it's a total surprise to the employee, resulting in a variety of complaints for HR to handle. Fostering a culture that includes management courage and open feedback will help managers talk to employees honestly about their performance, thus improving productivity and morale while reducing complaints! - Tracy Cote, Genesys

### **11. Difficult Managers**

People often come to HR with issues with the person they report to directly: their managers. Complaints can range from personality clashes to different working styles. A great way for managers to improve their emotional intelligence as leaders is to get 360-degree feedback reviews from colleagues and work with a trusted mentor to practice scenarios where honing soft skills and EQ is required. - Jim Link, Randstad North America

### **12. Constantly-Changing Priorities**

Sometimes company goals are firmly set, but how they are attained can shift. Employees can have trouble in such a dynamic environment and wind up complaining about priorities changing. It's best to communicate, communicate, communicate. Being forthright about reasons for changes is essential. If the rapid pace is the norm and someone is too rigid, they may continue to struggle.

### **13. Manager Selection And Training Programs**

Companies must do a better job creating selection criteria and an accurate selection process for management advancement. It cannot be the only progressive career track. Consider adding a strategic and technical career track for outstanding employees who will not be outstanding managers but still add value. Provide training and development for the managers who make it.

## **ABM Weird Facts**

### **Dolphins sleep with one eye open**

Dolphins are known to be one of the smartest animals on the planet—possibly because they can conserve their brain power. Because they must be constantly on the lookout for predators, the marine mammals have developed a neat trick of maintaining partial consciousness even as part of their brain sleeps. Researchers have tested whether this "half sleep" negatively impacts the animals' alertness during the day, but have found that even after five days of having their nocturnal alertness constantly tested, they've remained as alert and perceptive as ever.



**Insurance & Benefit Services, Inc.**

333 N Sam Houston Pkwy #750  
Houston, TX 77060  
www.getagreatquote.com



Taylor, Thank you for your astounding customer service.

-Carla H

**IN THIS ISSUE:**

**The 16 most popular Employee Perks** Pg1-2

**Mike's Notes** Pg 2-3

**Legislation and COBRA** Pg 3-5

**Meet ABM Insurance & Benefit Services** Pg 4

**ABM Weird facts** Pg 5,7

**13 Common Human Resources Complaints (And How Companies Can Deal With Them)** Pg 5-7

**Cyber Liability Insurance** Pg 8

**ABM 360** Pg 8

PRSR STD  
US POSTAGE  
PAID  
SPRING, TX  
PERMIT 600

# Protect Your Assets & Property with Cyber Liability Insurance!



Call Samantha our specialist in cyber liability Insurance to make sure you have the coverage you need!

Contact Samantha at  
1-800-362-2809



## ABM 360

360 solutions a new a la carte platform providing various services, such as:

- Payroll
- HR web portal
- Worker's Comp.
- 401K admin
- Expenses 1099's
- Time/Labor Management and much more!

Call us at 1-800-362-2809 for more information.

**www.ABM360solutions.com**

