

## About FedPoint

FedPoint® is a fast-rising federal government contractor with expertise in employee benefit programs, calling for the highest levels of service and quality. With comprehensive knowledge of federal eligibility requirements, payroll cycles, billing systems, and security requirements, FedPoint delivers outstanding execution reliably, 24/7.

## Executive leadership

**Kevin Hill:** Chief Executive Officer

**Geoffrey Norris:** Chief Financial Officer

**Michael Crones:** Chief Information Officer

**Melissa McLaughlin:** Chief Human Resources Officer

## FedPoint at a glance

- Founded in 2002 as a joint venture between John Hancock and MetLife, and operates as a wholly owned subsidiary of John Hancock Life & Health Insurance Company.
- Employs more than 425 full-time professionals who range from software engineers and registered nurses to data analysts and insurance executives. Nearly 10 percent of our workforce are veterans.
- Delivers secure multichannel solutions that encompass long term care insurance, dental and vision insurance, flexible spending accounts, and more. Services include omnichannel marketing and awareness campaigns, enrollment, underwriting, premium administration, client services, care coordination, and claims adjudication services.
- Since 2002, has administered the Federal Long Term Care Insurance Program—the group long term care insurance program for federal and U.S. Postal Service employees and annuitants, active and retired uniformed service members, and certain qualified relatives, with more than 265,000 enrollees.
- Built and manages BENEFEDS, an online portal and contact center used by federal employees and annuitants to shop for, enroll in, pay premiums, and manage their benefit plans under the Federal Employees Dental and Vision Insurance Program. In 2019, FEDVIP eligibility was expanded to include certain retired uniformed service members, active duty family members, and survivors.
- Administers payroll allotments for enrollees in the Federal Flexible Spending Account Program.
- Supports a network of enrollments underwritten by more than a dozen national insurance carriers, including several Fortune 500 companies.
- Meets stringent security standards under the Federal Information Security Modernization Act (FISMA) and National Institute of Standards and Technology (NIST). Received fourth consecutive Authority to Operate (ATO) certification granted by the U.S. Office of Personnel Management in 2022.
- Provides solutions under a variety of NAICS codes: 518210, 519130, 524292, 541512, 541611.
- Committed to working with small, HUBZone small, small disadvantaged, women-owned small, veteran-owned, and service disabled veteran-owned small businesses.
- Recognized as a generous and reliable contributor to various charities and organizations in New Hampshire and beyond.