

## About FedPoint

FedPoint is the expert in administering employee benefit programs for the most demanding, large-scale institutions, calling for the highest levels of service, quality, and security. With a unique and comprehensive knowledge of federal eligibility requirements, payroll cycles, and billing systems, our track record of outstanding execution is a matter of precision and pride.

## Executive leadership

**Paul Forte:** Chief Executive Officer

**Kevin Hill:** Chief Operating Officer

**Geoffrey Norris:** Chief Financial Officer

## FedPoint at a glance

- Founded in 2002 as a joint venture between **John Hancock** and **MetLife**, and today operates as a subsidiary of **John Hancock Life & Health Insurance Company**, itself a unit of **Manulife Financial Corporation**.
- Employs nearly 400 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 267,000 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 Systems Act** and **National Institute of Standards and Technology** with an **Authority to Operate** certification granted by the **U.S. Office of Personnel Management's Office of the Chief Information Officer**.
- We provide solutions under a variety of NAICS codes: 518210, 519130, 524292, 541512, 541611.
- Is recognized as a generous and reliable contributor to various charities and organizations in New Hampshire and beyond.