



Case Study: Going Above and Beyond

The Company

Law Firm
specializing in
insurance subrogation
in Los Angeles,
San Francisco and
all of California

Active Employees

Eleven

KimstaffHR Client

Since 2006

“What we experience
is honesty...
We trust
KimstaffHR.”

*Michael L.
Attorney*

Prior to joining KimstaffHR, we were with a large, national PEO and had a challenge with the invoicing. We never knew from invoice to invoice what we would be billed. All the charges were combined making it difficult to decipher the fees we were paying. Additionally, whenever we called our PEO, we were unable to reach anyone in a timely manner and often did not get an answer at all! KimstaffHR's pricing is straightforward as all invoice charges are itemized [e.g. gross wages, FICA, FUTA, SUTA, workers' compensation, benefits, and the administration fee]. With KimstaffHR, we found up-front pricing, accurate invoicing, and their specialists are easy to reach and very knowledgeable.

KimstaffHR consistently goes above and beyond our expectations. Recently, the firm had to suspend 401(k) contributions due to the economy. This resulted in a problem with the Safe Harbor testing. KimstaffHR did more than what would normally be required and found a solution to this problem saving us \$8,000. We are very appreciative of how the situation was handled; no one has ever done anything like that for us before. We trust KimstaffHR!

Yet another example of how KimstaffHR helped the firm involved an employee's benefit claim, and a carrier's delayed authorization of services. One of our employees had apparently been communicating with a carrier for a while and was unable to obtain a resolution. The employee made a call to KimstaffHR and requested assistance. What could have been a potentially costly situation was resolved and the claims were paid quickly.

The differences with KimstaffHR...

Positive financial impact. Working with KimstaffHR frees up time to work on cases which has had an absolutely positive financial impact on our firm. Not only does it allow us to focus on our business, but the little things don't become huge things.

Expert and timely responses. KimstaffHR stands behind their clients. The employment "entitlements" in California alone are extremely complicated and time consuming. KimstaffHR handles all compliance areas and this is a 'big deal' for us and has saved us countless hours of disruptions.

Employee satisfaction. KimstaffHR makes sure that employee disagreements are resolved quickly and efficiently—Having an objective third party for our employees really helps. Occasionally, interpersonal communication issues between employees can escalate. The constructive counseling that KimstaffHR has conducted has really helped and our employees feel that they are well taken care of.



www.KimstaffHR.com • (800) 601-4800

