



# ANNOUNCING OUR NEW BENEFITS BROKER



## Who is NFP?

The City of Roswell has partnered with NFP to provide you with an exceptional experience in navigating your benefit programs.

## What does NFP do?

NFP is available to assist you with making benefit elections, open enrollment, understanding your options, or resolving claim issues. Please contact NFP for any of your benefit needs.

## NFP's Benefits Service Center can assist you with:

- Benefit Enrollment Login Assistance
- Password Reset
- ID Card Requests
- Telephone Enrollment Processing
- Life Insurance Beneficiary Changes
- Life Event Review & Processing
- Locate In-Network Providers
- Claims Resolution & Appeals
- Evidence of Insurability Approval Status
- Benefits & Eligibility
- Claim Form Completion & Processing
- Plan Information Review
- General Questions about your Benefits

## CONTACT THE BENEFITS SERVICE CENTER



888-643-5995



[NFPseCustomerService@nfp.com](mailto:NFPseCustomerService@nfp.com)

The NFP Service Center is available from 8:30 AM to 5:00 PM Monday through Friday to assist you. There is an after-hours voice mailbox, and calls will be returned the next business day.