

# Case Study

PMI – Monthly paid plan – Change in renewal increase in membership sections

Sector: **Software development**

Employees: **250**

## The facts

Our Client is a leading gaming software developer and publisher.

Following an acquisition there was a requirement to harmonise benefits and renewal dates. Johnson Fleming worked with the PMI insurer to change the renewal date without any disruption to the client or the employees.

At the first renewal shortcomings in the insurers accounting systems forced the production of circa 30 invoices to cover a 15-month period and various membership categories.

Further, upon checking, Johnson Fleming found the invoices contained errors with membership numbers, rates and duplicate accounting. The insurer was unable to correct the errors in a straightforward and timely manner.

## The action

To solve the immediate problem Johnson Fleming calculated all the correct premiums, rates and membership splits and provided this to the insurer.

Johnson Fleming then worked in close contact with the insurers account management, credit control and finance departments to ensure all the invoices processed going forward are both accurate and reduced in number.

## The outcome

Actual refund due to the client was 19% higher than the original insurer calculated credit.

Significantly reduced the administrative burden of renewal accounting.



**19%**  
increase in  
refund due

**Johnson Fleming**

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