

Health Insurance Provider Saves Over 25% in Annual Fees Through Bank Fee Management Review

Organization: Large Health Insurance Provider

A large health insurance provider needed to perform a high-level review of its banking structure to optimize operations and efficiency, minimize risk, and maximize controls. For years, bank fees have been problematic, time-consuming, and costly, taking away from the more strategic efforts needed in treasury.



2 primary operating banks / 29 bank accounts.



Small staff, limited bandwidth.



Heavy use of bank products & services.



Operating on manual account analysis & infrequent tracking / managing of pricing errors.

Solution: Quantitative & Qualitative Insights With White Glove Service to Save Money

We worked with the client to fully understand their banking structure, services, and banking relationships. The Feenix team reviewed their analysis charges and benchmarked their costs on a per item and family group basis. We identified a subset of services geared to streamline the negotiation process for optimal results. Working with the client, we negotiated with each bank to secure improved pricing. We also confirmed that pricing errors were documented and credits were received by the banks, and we validated that the new pricing terms, tiers, and levels were processing through the analysis statements correctly.

- **Automated manual services:** This included the use of ACH debit filters, stop payments, positive pay fraud prevention services, and advanced treasury reporting processes. Strategic Treasurer recommended that the client automate its transaction and reconciliation reports.
- **Service lineup was optimized for costs and controls:** Developed an integrated approach that brings together required competencies and expertise to achieve process management, along with the use of advanced analytics and enterprise information management to create business value. This led to cost reduction and increased operational efficiency.
- **Insights to help with bank relationship management:** Provided credible data and communication channels to create valuable partnerships between client and bank.

| | DOMESTIC BANK A NEW PRICE | GLOBAL BANK A NEW PRICE | COMBINED NEW PRICE |
|----------------------------|------------------------------|----------------------------|-----------------------|
| Estimated Monthly Savings | 2,260 | 9,965 | 2,225 |
| Estimated Annual Savings | 27,124 | 119,574 | 146,698 |
| Average Monthly Fees | 7,080 | 36,548 | 43,628 |
| Estimated % Savings | 32% | 27% | 28% |
| Number of Items Negotiated | 14 | 33 | 47 |

Results: Time & Money Savings

- Strategic Treasurer identified pricing errors and pursued credits with the bank until a refund was received for the client.
- Resulted in savings that more than paid for the one-time study: **\$147K / 28% annually.**
- Hundreds of individual line items reviewed and benchmarked. A subset was negotiated for optimal saving results while simplifying the review required by the banks in scope.
- Reports and data to show senior management, through industry/peer comparisons (benchmarking), that company's pricing is competitive.

Conclusion: Reduce Your Bank Fees with Feenix SMS

Preparation & Context: Your company is unique, so we prepare and gain context by understanding your specific situation across multiple planes. This involves three areas of focus:

- Understanding your bank relationships and company priorities with each bank.
- Reviewing and analyzing account analysis statements.
- Understanding your bank account structure.

Service & Pricing Review: Next, we review your services and pricing. This involves comparing pricing to benchmarks and/or contracts. We also identify opportunities for saving both

on a historical basis—capturing overcharge information—and through pricing reviews, tiering, alternatives, error fee negotiations, ECR, and consolidation.

Target List: After reviewing, we create a list of items to target. We make recommendations on which fee savings (narrow vs. broad) are advisable and review with the customer prior to negotiating with the banks.

Negotiate with the Banks: With a target list established and approved by the customer, we take it to the banks and explain the process used to create it. The requested pricing is identified and a timeframe for review established. The banks respond, and we either accept or negotiate further on the client's behalf.

Let Us
Review Your
Fees Today

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