

ESC ClearlyRated 2020 Survey Results

In November of 2020, ESC contracted with ClearlyRated to conduct our inaugural client satisfaction survey of Essential StaffCARE clients.

The average Net Promoter® Score (NPS) for the insurance industry is 17%.

The survey returned an NPS for ESC of 74% with more than 80% of respondents rating us a 9 or 10 out of 10.

ClearlyRated considers any NPS over 70% as "world class".

4.7
customer rating




"World Class"
Customer Service
74 NPS
450% Above Industry Average



"The administration and support of ESC are superior. We have worked with ESC for many years and they are available, they are supportive in every aspect of providing a quality healthcare program for our employees, they are educators in all that is current and evolving in the ACA, they care and want our business to be successful. I love and appreciate all they bring to our business."

COLENE H. ON NOVEMBER 19, 2020

"The ESC team that we get the privilege to work with is what makes the total experience the BEST in class. Our temporary employees like the benefit offerings and the entire program runs smoothly, both for us operationally and for the employees to receive benefits."

LISA B. ON NOVEMBER 18, 2020

"I appreciate how easy it is to administer the plan, and that we are able to provide insurance options to employees who normally would not be able to have them."

A CLIENT ON NOVEMBER 19, 2020

"The Essential StaffCARE team is extremely professional, responsive and always super pleasant! My experiences have always been very positive, even when they have to email repeatedly because I'm super busy! I am proud to offer ESC coverage to our associates, and have rolled this out to our other states, as well."

ANGIE A. ON NOVEMBER 24, 2020

"We have found ESC to be easy to work with, renewals are ready in a timely manner, and good follow up. Would recommend to anyone and our employees are happy with the supplemental coverage. GOOD JOB"

LINDA S. ON NOVEMBER 12, 2020



"We appreciate the ease of the administration. It is perfectly suited for our industry."

A CLIENT ON NOVEMBER 19, 2020



"The Essential StaffCARE Team is great to work with and makes it easy to offer benefits to our staffing employees. Many of our assignments are to-hire opportunities and the benefit provided align nicely with the timeline of usage while employed by our organization. The team is responsive to our inquiries or needs."

A CLIENT ON NOVEMBER 19, 2020

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“We like the fact that the process is so easy overall, it does not take up a lot of our time to monitor, track or submit...well anything! We would highly recommend ESC!”
A CLIENT ON NOVEMBER 10, 2020

“The customer service from the internal staff is superior! We recently took on a different type of business than our norm and needed a quick turnaround for all things benefit related. The internal team worked diligently to make it happen and everyone was so pleasant to work with.”
TAMMY S. ON NOVEMBER 19, 2020

“EXCELLENT Customer Service!! Very responsive to our needs and our questions. Always immediately available to us. Proactive...Keeps us advised and informed.”
A CLIENT ON NOVEMBER 18, 2020

“Their expertise, customer service and consultative approach has been invaluable to us.”
JASON T. ON NOVEMBER 19, 2020

“I like that ESC is geared towards staffing companies with week-to-week coverage and easy enrollment and deduction setup. We had strayed and tried a different company at one point and after only a month regretted that decision and soon returned to ESC as the insurance provider for our team members in over 20 offices nationwide. The support center is not only very quick to respond and resolve issues but is also very helpful and accommodating when those issues are due to our offices not double checking that all information on the enrollment forms was completed, if forms were sent with incorrect information, etc.”
STEVE S. ON NOVEMBER 13, 2020



“Customer Service is excellent. Any and all matters are handled timely and efficiently. Open Enrollment is a breeze as well as our on-boarding process.”
TARA C. ON NOVEMBER 10, 2020



“I like that anytime I have an issue or questions that no matter who I reach out to, I always get a response almost immediately.”
A CLIENT ON NOVEMBER 4, 2020

“I like that ESC handles the full administration of the benefits for the temporary workforce. Tracking and administration would be a huge burden on our staff.”
A CLIENT ON NOVEMBER 18, 2020

“Essential StaffCARE makes offering benefits to our staffing employees easy!”
DOUGLAS R. ON NOVEMBER 16, 2020