



A trusted partnership for ACA compliance

Integrated with



Quick facts

-  **Name:** Cantor-Fitzgerald
-  **Industry:** Financial Services
-  **Employees:** 3,000
-  **Headquarters:** New York, New York
-  **Product:** ADP SmartCompliance® Health Compliance Module

Learn more about Cantor-Fitzgerald at cantor.com



Cantor Fitzgerald, a leading global financial services firm, serves clients from over 30 offices around the world. Founded in 1945, Cantor Fitzgerald started in securities brokerage and investment banking and has since grown across a diverse array of businesses including: equity and fixed income capital markets, investment banking, commercial real estate finance and services, prime brokerage, asset management and wealth management, and e-commerce and online ventures. The firm is proud to be acknowledged as a leader in developing advanced technologies to expand market access, and help clients achieve their financial and strategic goals.

We recently spoke to Mary Beth Giroux and Lucas Raymond, benefits managers at Cantor Fitzgerald, about their experience using ADP SmartCompliance® Health Compliance and how ADP has helped them simplify complex ACA reporting. Here's what they had to say:

Why ADP:

Lucas: We knew we couldn't do it ourselves. We needed a trusted partner. We've used ADP in the past and felt confident that utilizing their services would be the only way that we would successfully be able to meet deadlines and stay compliant. There's no way we could have tracked any of the necessary requirements as far as value of our plan or just the percentages of people being offered the plan.

ADP's platform gives us all the information we need. And if there's an outlier, or if there's a question, we can drill down and figure out what the problem is and find out if there is something that we need to clarify in order to fix it.

An account manager you can rely on:

Mary Beth: It's great to have a dedicated professional who takes the time to show you how to get to where you need to go. I love the people we work with so much. The outstanding service is one of the main reasons we've stayed with ADP. We've had great service in the three plus years I've been here. The portal is very easy to use, and any time I've had issues, our reps have always been around for me to ask questions. If there's anything that I need, they're there to say, 'Okay, I'll show' ▶

You need to hire ADP. They have a fantastic reputation. Why would you go someplace that has a less than fantastic reputation for something like this? This is a big deal. Your company can get fined millions of dollars if you're non-compliant. Why would you put your company in a situation like that instead of outsourcing with a company that can do it right and do it right every single time?

Mary Beth Giroux
Benefits Manager

you how to get that on the portal so that if you have that question next time, you'll know where to find it.' They're willing to help out no matter what which is one of the things that I think is great.

I love our account manager, Janea. She's always available for questions which is fantastic. I've never had any problems getting her on the phone or sending her an email and getting an answer to a question. And I know I'm not the only one that she's helping. That's the customer service I want to be able to give — the immediate attention to anybody who needs it.

Lucas: We work very closely with our account manager to make sure that all of our COBRA processings are coded and updated accurately. Any time we have any questions about coding, such as employees that have hour discrepancies — being coded as part-time, but they're actually working full-time hours — we know we can turn to our account manager. Any kind of error issue at all, she's always showing me how to do things. Her patience and knowledge and being able to assist us with any issues is invaluable.

Intuitive, user-friendly technology

Mary Beth: I like the ease of being able to go into the system and utilize it. It's very user-friendly which is a big deal. I like that I can simply go in to the system and get the employee a copy of their Form 1095-C. I'm not making the employee wait three weeks for it. If they need it today, then I can get it for them today.

I know where to press that button to get it to do exactly what I need it to do. Everything is right there where you need it, laid out very simply so that you can't help but understand it. It is one of the things I like best, especially during tax season.

Lucas: When you're on the portal, it's very easy to navigate. I can go on there and print a new 1095-C if an employee requests it. Accessing the account, viewing the account, making necessary changes with dates of birth, or middle initials that may not be matching with the IRS, is easy to do from the ADP platform.

The impact of ADP

Mary Beth: I don't know that we would have the time or the manpower to do it ourselves. Just the sheer volume of getting that work done on our own would be ridiculous. ADP makes it seem so easy, but it's not. I personally would not want to do on my own and definitely wouldn't want to do manually. I don't even know where I would begin to do something like this manually. A spreadsheet couldn't even cover this. I rest more easily knowing that there is a third party administering this for us and they're doing such a fantastic job year over year.

Lucas: We'd probably have to hire additional staffing in order to maintain, track and complete and stay compliant. Outsourcing is the way to go, for sure. We're minimizing as many penalties as possible. I don't even know how you can put a value on the number of penalties that we potentially could have if we didn't have ADP's eyes on it. ▶

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Lucas Raymond
Benefits Manager

On recommending ADP:

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Lucas: They should look into ADP. The team has been fantastic. They're knowledgeable and they're always there to help. Our account manager, Janea, has been absolutely fantastic. She gets back to me within hours, and if she doesn't know the answer she finds someone who does. I would highly recommend ADP. Everything from our user experience, client experience, customer services experience and results has been great.

#workingfor

Mary Beth: I'm always working for time management. You can never have enough time in your day. It's always good to find something or someone that can help you with that time management. ADP has a great product. It helps me manage a portion of my time that I don't need to worry about.

Lucas: I'm working for overall success and making sure that we have the resources and the tools and support to get there. I have every confidence that ADP is on our side working for us and I feel like it's been a huge help as far as everything in terms of spreadsheet filings and IRS filings.



Always Designing
for People™