



## CASE STUDY

# Delivering Results for Autozone

AutoZone is the second largest retailer of aftermarket automotive parts and accessories in the United States. Founded in 1979, AutoZone has over 5,324 stores across the United States, Mexico, and Brazil. The company has over 35,000 employees and is based in Memphis, Tennessee.

## Client's Needs

- Increase education and engagement to help employees better understand and appreciate the benefits offered to them by AutoZone
- Add voluntary benefits to improve employee benefits related financial wellness
- Assistance with transition from PeopleSoft to Benefitfocus benefits administration platform
- Validate inconsistent employee demographic data

## Aon Approach

Service Model:  
BenAdmin

Platform:  
Benefitfocus

Enrollment Methodologies:  
Self-service, Call Center, Field,  
Enrollment Café

Voluntary Benefits:  
Critical Illness, Accident, Hospital Indemnity

- Worked with Benefitfocus to properly sequence voluntary products after the medical plan enrollment. Providing employees with a seamless and educational enrollment experience.
- Licensed benefits counselors educated employees on all of their benefit options and guided them through the enrollment process.
- Captured and updated employee demographic data; providing AutoZone with consistent and clean employee data.

## Best Practices:

- ✓ Active Enrollment
- ✓ Sequence & Flow
- ✓ Decision Support
- ✓ Easy User Interface
- ✓ Simplified Plan Design

To learn how Aon can empower your Health benefits journey, contact your Voluntary Benefits & Enrollment Solutions Consultant.

## Results

Employee Satisfaction:



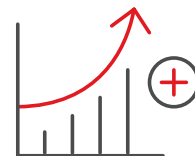
▶ 65%

of employees enrolled in the critical illness, accident, or hospital indemnity plans. **Limiting their out-of-pocket medical cost exposure.**



▶ 75%

of the employee population engaged resulting in a **more educated workforce.**



Autozone was pleased with the engagement results which yielded an **increase in HDHP and HSA participation**