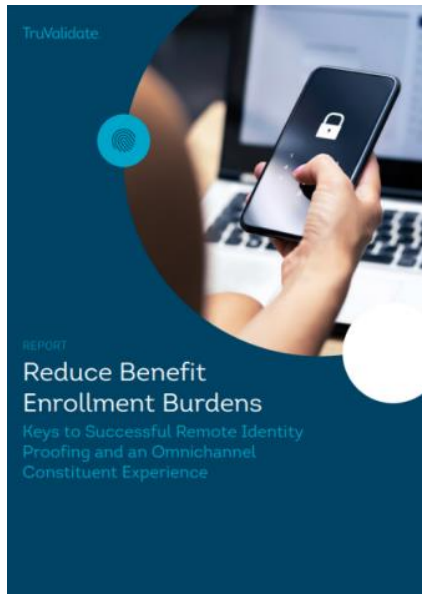


Reduce Benefit Enrollment Burdens



Private sector omnichannel customer experiences have shaped consumers' expectations for interacting with government agencies- many of which have enhanced constituent experiences and streamlined online benefit enrollment and administration.

Unfortunately, this isn't a silver bullet for improving CX. Such a transition introduces new burdens on constituents when proving their identities and eligibility remotely. To deliver more seamless constituent experiences and protect benefit programs, government agencies need to mitigate the "time tax" related to remote identity proofing. To assess this challenge, TransUnion surveyed consumers about their experiences, preferences and beliefs regarding enrollment in government benefit programs.

Download our new report - Reduce Benefit Enrollment Burdens - to understand the scope of this issue and gain insight into factors that can help address it, including:

- Why the public values omnichannel benefit administration experiences.
- The need for agencies to invest more in online enrollment to meet demand.
- Streamlining online enrollment to reduce remote identity proofing burden.