

PUBLIC SUBMISSION

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Default Electronic Disclosure by Employee Pension Benefit Plans under Employee Retirement Income Security Act

Comment On: EBSA-2019-0005-0001

Default Electronic Disclosure by Employee Pension Benefit Plans under Employee Retirement Income Security Act

Document: EBSA-2019-0005-DRAFT-0002

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Submitter Information

Name: Adam Whitney

Organization: Infobip

General Comment

I would suggest that you integrate text messaging (SMS) notifications into this program. Organizations that are using SMS see much higher levels of customer satisfaction, more documents being viewed & completed on time, higher website usage, less deadlines/appointments missed, and fewer customer support questions.

Overall, integrating SMS into this program would provide a more seamless and comfortable user experience. It also increases adoption by all of the benefit plan holders because it creates more urgency to view the website.

How SMS can be used with this program:

Notifications: when new documents are added to the website to view, any changes made to documents, updates on support, reminders, etc.

Security: Two Factor authentication, Lost/forgotten password

How?

Infobip, or another leading communications provider, can help you integrate seamless Web/Application-to-Person communication which will be secure and automated. When this is set

up, rules are created to trigger messages to be sent when different events happen in your system.

My contact information is below, please let me know if you would like any additional information.