

UNEMPLOYMENT Case Study

First 

FirstGroup is the largest provider of student transportation in North America – twice the size of the next largest competitor. FirstGroup has 100,000 employees and they provide transportation to over 2.1 billion passengers each year.

FirstGroup chose CCC as their partner for unemployment cost management in 2010. They were looking to improve their program's results after lackluster management from their prior vendor. CCC put together a team that truly understood their business and the needs. Through proper claims and tax management, along with education and training performed by an experienced CCC Account Executive, their results have been dramatic.

Follow the Money!

2017

Liability Removed: \$5,787,331.53

Actual Tax Savings: \$1,020,365.47

2018

Liability Removed: \$7,036,323.88

Actual Tax Savings: \$1,243,496.73



PRIOR VENDOR:

- Protestable Rate: 3.46%
- Claims Win Rate: 49.64%



CCC 2011

- Protestable Rate: 6%
- Claims Win Rate: 87%



CCC 2018

- Protestable Rate: 8%
- Claims Win Rate: 93%

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