



UNEMPLOYMENT Case Study

Ahold USA, Inc. operates supermarkets, superstores, and online grocery stores providing services which include, gas stations, pharmacies/drugstore chains, wine and liquor stores, hypermarkets, and convenience stores. The company operates 770 supermarkets and 120 pick-up points in 13 states and the District of Columbia and is based in Massachusetts.

Ahold moved their unemployment program to CCC because they needed a more “hands on” partner in unemployment compensation. CCC worked with Ahold to improve automated communication, including the payroll feed and incorporated training throughout the company that led to a dramatic improvement in their results and ultimately resulted in tax savings.

First Year Tax Savings
\$4.3M



PRIOR VENDOR:

- Claims Win Rate: 83%
- Compliance Rate: 79%



CCC 2019

- Claims Win Rate: 90%
- Compliance Rate: 95%

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