

UNEMPLOYMENT Case Study



Headquartered in Framingham Massachusetts, Cumberland Farms is a regional chain of convenience stores, operating primarily in the eastern United States and Florida. Cumberland Farms operates roughly 600 retail stores, gas stations, and a support system including petroleum and grocery distribution operations in 11 states. The Cumberland Gulf Group of Companies is comprised of Cumberland Farms, the largest convenience store and gasoline marketer in the Northeast, and Gulf Oil Limited Partnership, national wholesaler of refined petroleum products.

Cumberland Farms chose to move to from their prior vendor because both customer service and performance had steadily declined. The customized program with CCC has produced savings typical of a CCC client.

Follow the Money!

\$1.2M
in Additional Liability Removed

\$635,000
One Year Actual Tax Savings



PRIOR VENDOR:

- Protestable Rate: 63%
- Claims Win Rate: 77%
- Compliance Rate: 90%



CCC 2019

- Protestable Rate: 84%
- Claims Win Rate: 85%
- Compliance Rate: 99%

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