

Impact:



125%

Company growth since the start of the pandemic



\$164

Average transaction amount



22%

Program enrollment rate

Implementation:

- Implemented Immediate in **May 2020**
- Introduced to staff by the Immediate team during open enrollment
- New employees receive access during new hire orientation

About Pack Health

Pack Health is a digital health company that's helping solve chronic disease management. Its digital health coaching platform contains pathways for more than 25 chronic conditions, to help people live happier, healthier lives.



Over 17,000 users, covering all 50 states



Based in Birmingham, AL



142 Employees



98% Salaried



Payroll Cycle: Bi-weekly



Payroll System: BambooHR



"We are committed to ensuring our team has access to employee benefits that add value to their lives. Our focus is on creating positive health decisions and we understand the negative impact financial stress can have. Offering ImmediatePay provides a financial safety net in the event unforeseen expenses arise."

– Mazi Rasulnia, CEO

User Story:



Car Trouble

For one employee, her car broke down, something you just don't plan for. It was a game changer to be able to access her paycheck a week before payday in order to pay to get her car fixed so that she can get to work.



You can never make an assumption about someone's financial status—both hourly and salaried employees experience financial struggles. It would be a mistake not to offer this service to help your staff. Immediate makes our employees' lives easier; it is a true retention tool."

– Lisa Ball, Human Resources Manager

Conclusion:

Pack Health employees, the large majority of whom are salaried, have shown sustained use of Immediate's earned wage access throughout the year. "I would hate to think of anybody silently struggling at home, if their spouse was furloughed or lost their job, or their daycare rates went up because of the pandemic, trying to make ends meet," continued Ball. "Immediate eliminates that concern. And I think what does it hurt to just offer this service? Just because someone takes home a good sized paycheck doesn't mean that they're not going to need this service at some point."



Immediate

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