G&A Partners
Time to grow.

RENEWAL & SWITCHING TIMELINE

The 90-day PEO renewal plan

Most companies start evaluating their PEO 30 days before renewal. ***Thirty days isn't enough.***

90 EVALUATE — 60 VERIFY — 30 DECIDE

STEP ONE — EVALUATE

90 DAYS OUT

Evaluate what you actually have.

01 Score your provider on the three things that actually matter at renewal.

Responsiveness, rate predictability, and direct access to someone who knows your account. Unsatisfied with any one of these? The rest of the evaluation is worth your time.

RESPONSIVENESS | RATE PREDICTABILITY | DIRECT ACCESS

02 Last year's benefits renewal tells you everything.

Did they run the process, bring you options, and look at other alternatives (like traditional health plans and creative solutions) to ensure you're meeting your goals? Or did you get a packet and a deadline? One of those is a partner. The other is a vendor.

03 Know what you're actually evaluating and why.

Decide whether the problem is cost, service, or both. The answer shapes every conversation from here.

STEP TWO — VERIFY

60 DAYS OUT

Check whether your provider delivers on what they promised.

01 Ask for response-time data in writing.

What % of calls are answered within 1 minute? What % of cases close within 24 hours? Ask for 2025 data in writing. If they can't provide it, that's the answer.

02 Find out what happens if benefits rates aren't competitive.

Can you carve out, shop the open market, and still have it administered for you? Most PEOs say no. Now you know which kind you're dealing with.

03 Know the implementation window before you start comparing quotes.

Switching typically takes 6–7 weeks from signing to first live payroll. If you're evaluating at 60 days, you have time to make a deliberate choice. At 30 days, you're reacting.

6–7 WEEKS TYPICAL

STEP THREE — DECIDE

30 DAYS OUT

Decide before the deadline decides for you.

01 Ask whether you'll have one named contact after you sign.

Not a queue. Not a ticket system. One person who stays with your account and knows your business.

02 Find out how long it takes (and what you need to provide) to get a quote.

Ask any provider for a quote timeline and what documents they need. Some take two weeks and ask for everything imaginable. Others can turn around a fully underwritten quote in 48–72 hours with three documents: employee census, renewal invoice, and summary of benefits.

EMPLOYEE CENSUS | RENEWAL INVOICE | SUMMARY OF BENEFITS

03 Ask what happens if your needs change after you sign.

Find out whether your provider adapts as your business changes (headcount, benefits, new states) or locks you into the original scope.

BY THE NUMBERS

Here's how G&A answers the questions you just asked.

01

88%

of calls answered within 20 seconds

02

4.8/5

rated by HR professionals on G2 (Spring 2025)

03

87%

client retention rate (2025)

04

97%

of clients say G&A meets or exceeds expectations

Census + renewal invoice = 48–72 hours.

Most of the work happens on our end.

Start the conversation. No obligation.