

CELEBRATING Linda Perry & Kathy Herting!



As Linda prepares to step into retirement and Kathy moves into her second retirement, we had the chance to sit down with them and reflect on their time at C&B and SISCO. Kathy officially retired from full-time work in 2016 after 33 years but stayed part-time for the past nine years to support the team and work alongside Linda. Their stories are full of heart, humor, and wisdom - and they remind us just how much both companies have grown thanks to people like them.

Starting Out: Paper, People, and Purpose

Kathy joined **SISCO** in 1983, back when the team had just two medical claims examiners—and she was one of them. “Everything was manual,” she said. “We tracked deductibles by hand and relied on face-to-face workflows. It was a different world!”

Linda came on board in 1994 with the **C&B benefits team** when the benefits department worked closely with SISCO and educating employers on the benefits of the self-funded benefit approach and SISCO TPA services. “We were the sales arm of SISCO,” she explained. “Our job was to guide clients every step of the way. It was exciting, fast-paced, and very hands-on.”

How Things Have Changed

Both Kathy and Linda have seen the industry evolve in big ways. Kathy was deeply involved in SISCO system conversions and testing new products. “The shift to digital changed everything,” she said. “And keeping up with regulations for has always been a full-time job.”

Linda agreed. “Technology has transformed how we do things from plan administration to employee communication. And there’s a bigger focus now on wellbeing, mental health, and inclusive benefits. It’s been amazing to watch.”

What They’ll Miss Most

Without hesitation, both said: the people. Linda added, there’s something special about working with a team that truly cares. The friendships, the customers, the shared purpose I’ll miss it all.

“I’ve worked with so many thoughtful, talented folks, Kathy shared. “I’ll miss the collaboration and the mentorship.

Words of Wisdom

For anyone just starting out in the Benefits world, Kathy and Linda had some great advice. Linda echoed that: “Embrace lifelong learning. The benefits world is always changing, so stay adaptable. And build relationships trust and collaboration will take you far.

“Be curious,” Kathy said. “Understand the ‘why’ behind what you do. And never underestimate the power of listening.”

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Retirement Plans

After her first retirement in 2016, Kathy kept working part-time for nine years to help the team and work alongside Linda. Now, she's ready to fully retire. "I'll be walking at the mall, grabbing coffee with friends at McDonald's, and spending more time in the yard with my flowers."

Linda's excited to spend more time with her grandchildren, Theo and Mary. "I'm planning on morning walks, catching up on reading, and maybe even traveling a bit."

Toughest Projects

Kathy recalled working double shifts at SISCO during claim system changes processing the same claims on two systems to keep history intact. "We even had outside examiners come in to help. And writing plan docs at night after the kids went to bed? That was a grind!"

Linda pointed to the flood new self-funded groups in the 90's and the burden of 1000's of ACA regulatory changes starting in 2010. "It was a constant effort to stay compliant and keep things running smoothly for our clients."

Favorite Memories

Both Kathy and Linda have a treasure trove of stories from their time at SISCO and C\&B.

"There are too many to count," Kathy laughed. "Training new employees, watching the company grow it's been a joy."

Linda added, "You all know I love telling 'old day' stories. Just ask I've got plenty!"

Final Thoughts

As they wrap up their careers, Kathy and Linda want everyone to know how grateful they are.

Linda: "Thank you for the memories, the support, and the chance to be part of something meaningful."

Kathy said, "It's been an honor." "I'm proud of the work we've done and the relationships we've built."



Please join us in congratulating Linda & Kathy and wishing them all the best in this next chapter!