



Our ongoing commitment to you and your customers

Q1 2026 Service Key Metrics update



NPS Score

+42.6

(Up 14.6 points YoY)

Customer Service

+49

Claims

+36

Member Turn Around Time

All metrics ahead of target

Customer Service

All Metrics within service level agreement

Simple GOPs

87%

paid within 1 hour

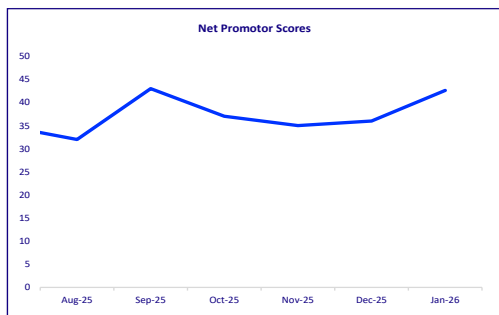
Complex GOPs

94%

paid within 48 hours

1. NPS insights highlighting customer satisfaction

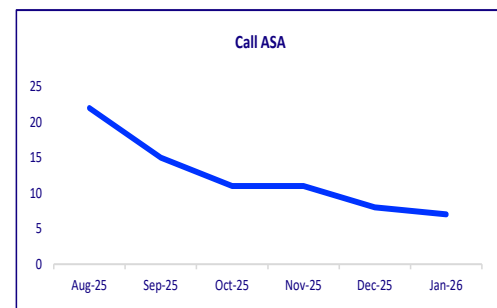
Net Promoter Score



Exceeding our goal

2. How quickly each inbound call is answered

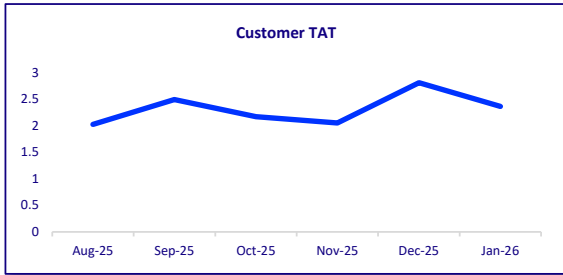
Call Average Speed



Exceeding our goal

3. How quickly customer claims are turned around

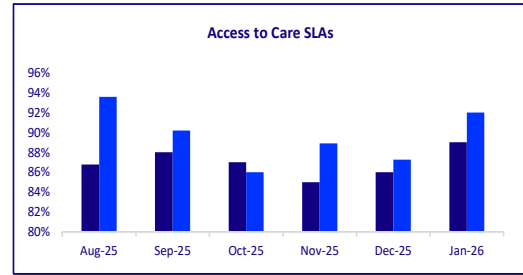
Customer Claims Turn Around



Exceeding our goal

4. What percentage of cases are resolved within SLA

Access to Care Service Level Agreement's



Exceeding our goal

Our service at a glance



Customer Service and Claims: Enquiries and member claims are being processed within 2 days, ensuring prompt service.



Guarantee of Payment (GOP) Processing: 87% of simple GOP requests are processed within 1 hour, meeting our targets efficiently.



Net Promoter Score (NPS): Currently at +42.6 up more than 14 points since the beginning of 2025, indicating steady and improved customer satisfaction.

These results highlight our commitment to delivering excellent service and operational efficiency for our valued broker partners and customers.

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