

Our ongoing commitment to you and your customers

2025 Service Key Metrics update



NPS Score

+35

(Up II points since the beginning of the year)

Customer Service

+43

Claims

+28

Member Turn Around Time

All metrics ahead of target

Customer Service

All Metrics within service level agreement

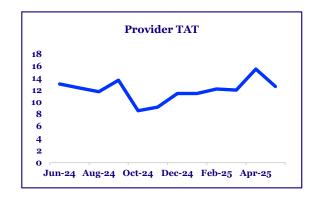
Simple GOPs

88%

paid within I hour

1. How quickly provider claims are turned around

Provider Claims Turn Around Time



2. How quickly each inbound call is answered

Call Average Speed Answered & Abandoned



Exceeding our goal

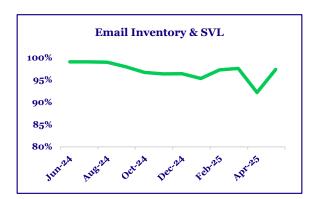
Exceeding our goal

3. How quickly customer claims are turned around

Customer Claims Turn Around



inbound email
Email Inventory & Service



4. How quickly we get to each

Exceeding our goal

Exceeding our goal

Our service at a glance



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



Guarantee of Payment (GOP) Processing: 88% of simple GOP requests are processed within I hour, meeting our targets efficiently.



Net Promoter Score (NPS): Currently at +35 up more than II 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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