



Our ongoing commitment to you and your customers

2025 Service Key Metrics update



NPS Score

+35

(Up 11 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

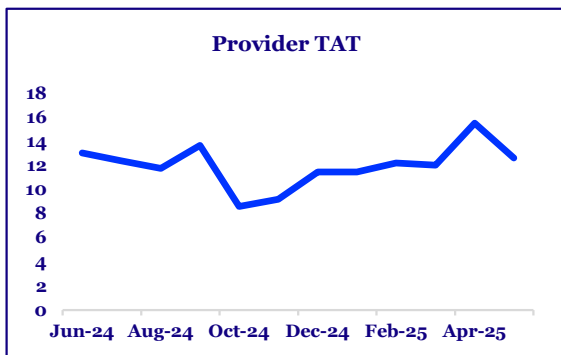
Simple GOPs

88%

paid within 1 hour

1. How quickly provider claims are turned around

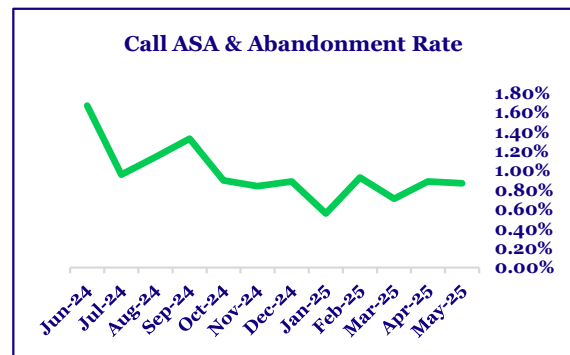
Provider Claims Turn Around Time



Exceeding our goal

2. How quickly each inbound call is answered

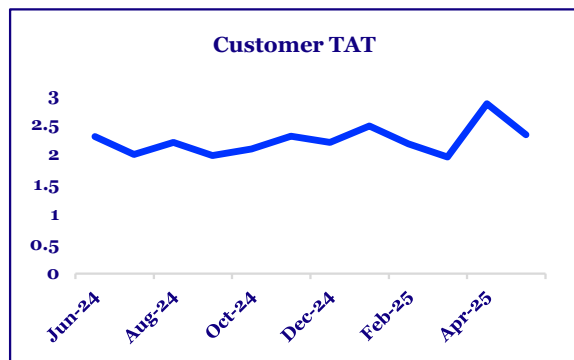
Call Average Speed Answered & Abandoned



Exceeding our goal

3. How quickly customer claims are turned around

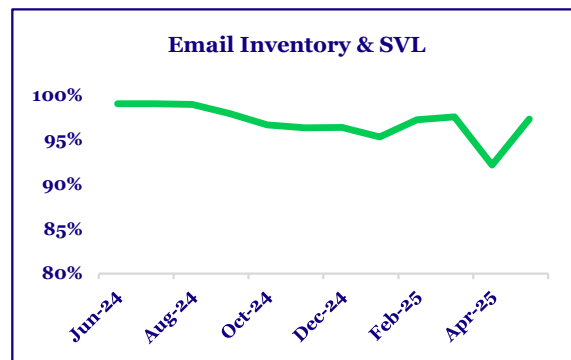
Customer Claims Turn Around



Exceeding our goal

4. How quickly we get to each inbound email

Email Inventory & Service



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 1 hour, meeting our targets efficiently.



Net Promoter Score (NPS): Currently at +35 up more than 11 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.