

## Our ongoing commitment to you and your customers

Q3 2025 Service Key Metrics update



**NPS Score** 

+43

(Up 13 points since the beginning of the year)

**Customer Service** 

+48

**Claims** 

+40

**Member Turn Around Time** 

All metrics ahead of target

**Customer Service** 

All Metrics within service level agreement

**Simple GOPs** 

**87**%

paid within I hour

**Complex GOPs** 

86%

paid within 48 hours

## 1. How quickly provider claims are turned around

**Provider Claims Turn Around Time** 

# Provider TAT 18 16 14 12 10 8 6 4

Oct-24 Dec-24 Feb-25 Apr-25 Jun-25 Aug-25

2. How quickly each inbound call is answered

Call Average Speed Answered & Abandoned



Exceeding our goal

Exceeding our goal

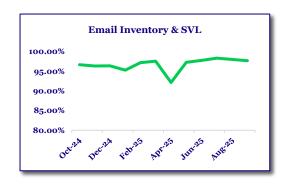
## 3. How quickly customer claims are turned around

### **Customer Claims Turn Around**



## 4. How quickly we get to each inbound email

### **Email Inventory & Service**



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: 87% of simple GOP requests are processed within I hour, meeting our targets efficiently.



Net Promoter Score (NPS): Currently at +43 up more than 13 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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