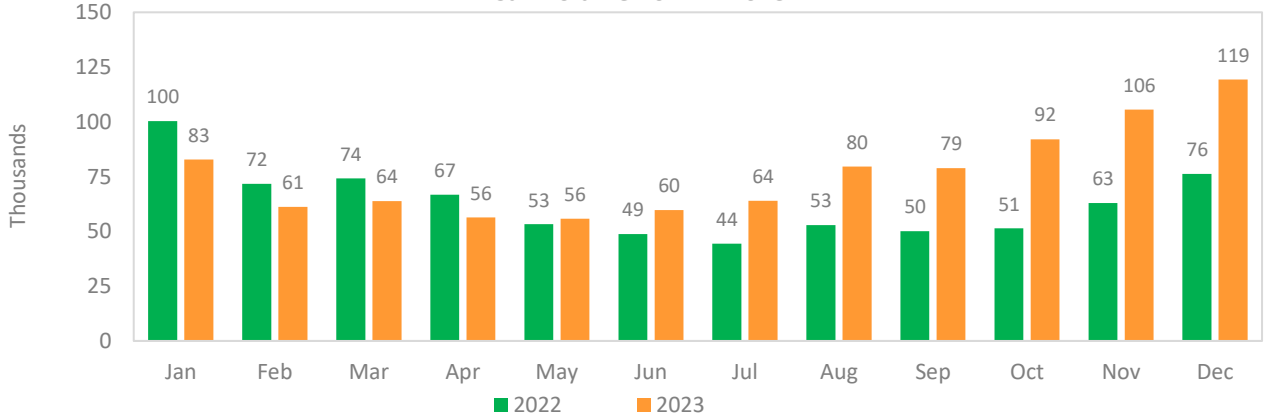
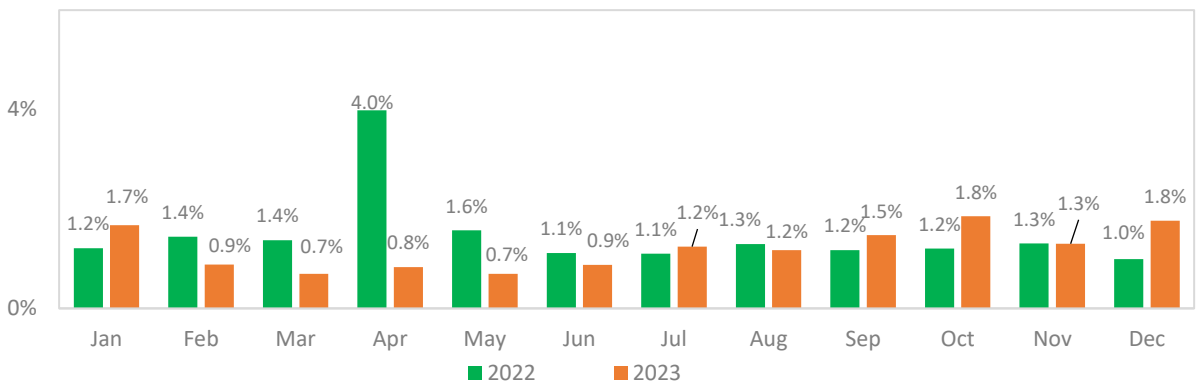


Customer Experience - Call Center

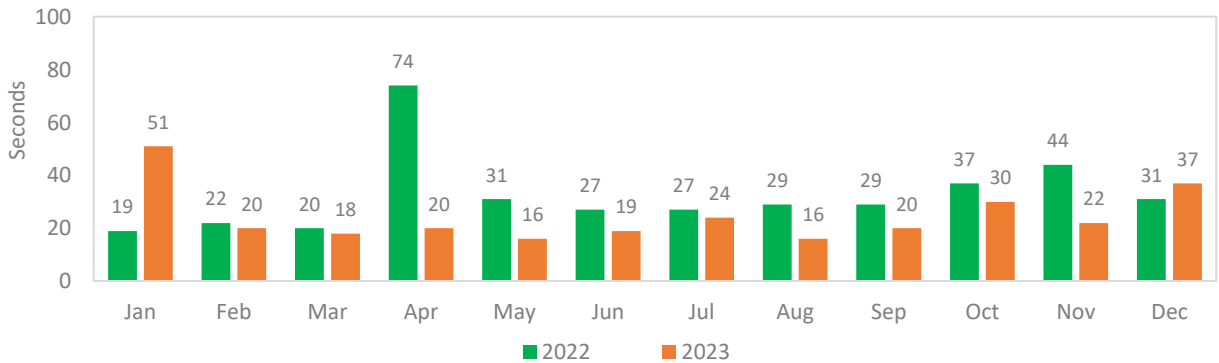
Call Volume 2022 v. 2023



Abandonment Rate 2022 v. 2023

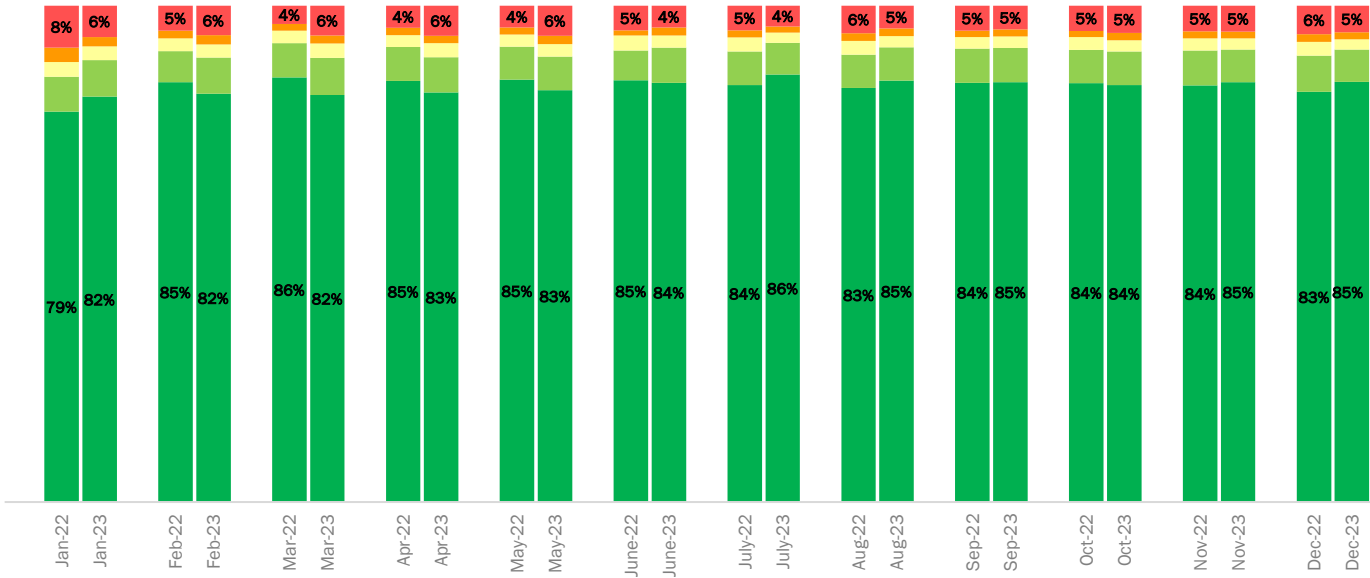


Average Speed to Answer 2022 v. 2023

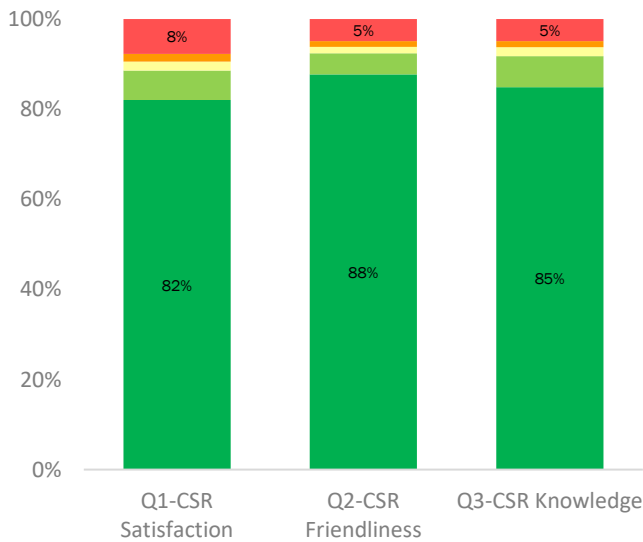


Customer Satisfaction Survey

Q4 - Overall CSAT 2022 v. 2023



Customer Satisfaction Score – December 2023



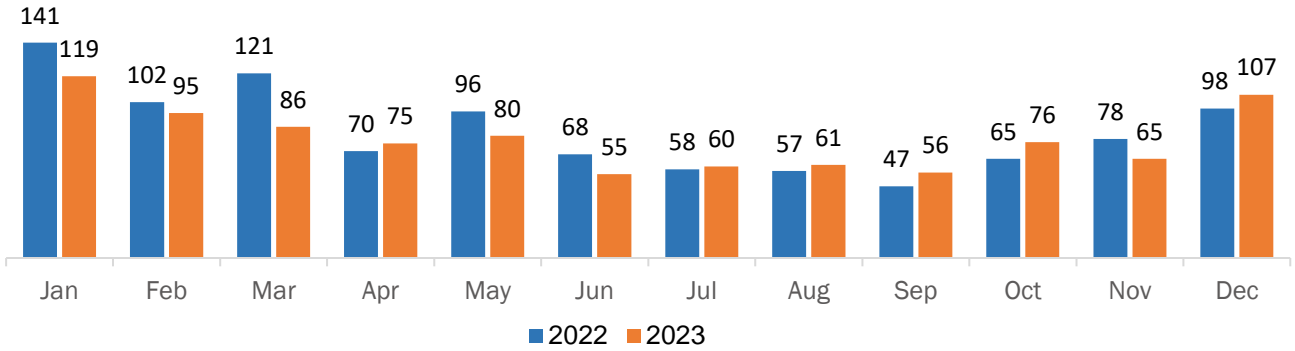
Questions

- Q1- How satisfied are you with how our customer service representative resolved your issue today?
- Q2- How friendly and courteous our customer service representative was today?
- Q3- How satisfied are you with the knowledge of the customer service representative you spoke with today?
- Q4- How satisfied are you with the overall service provided to you by the Health Connector today?

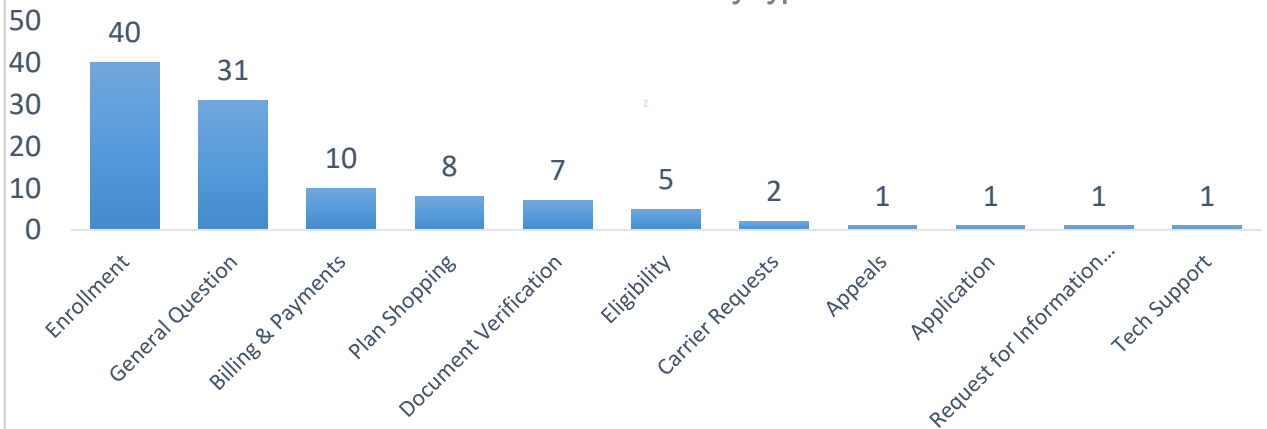


Customer Experience

Number of Ombuds Cases Received (Monthly)



Number of Ombuds Cases by Type – December 2023



Ombuds Open Cases Aging as of 12/31/2023

