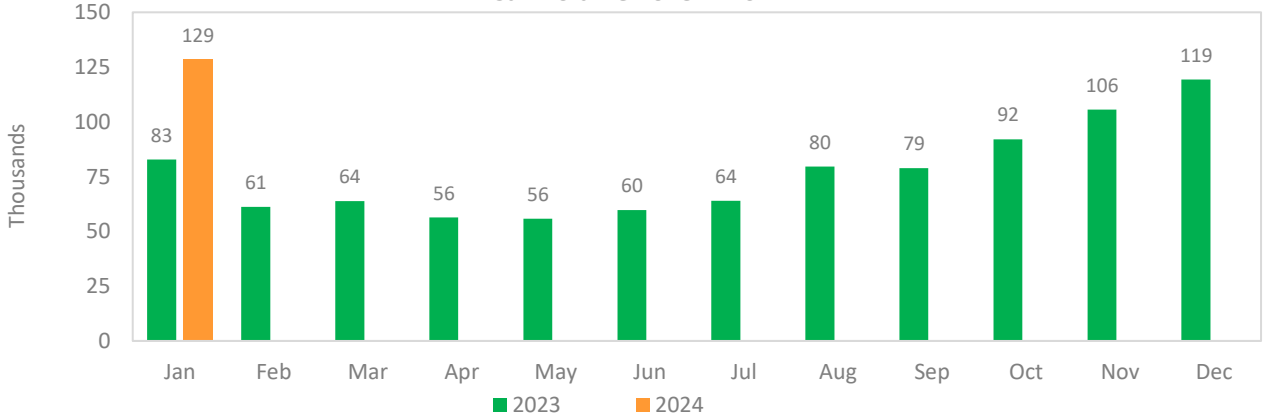
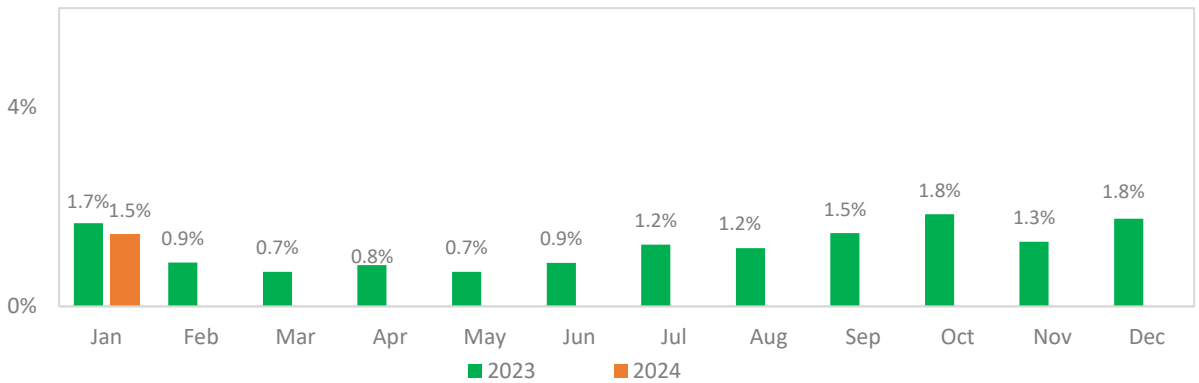


Customer Experience - Call Center

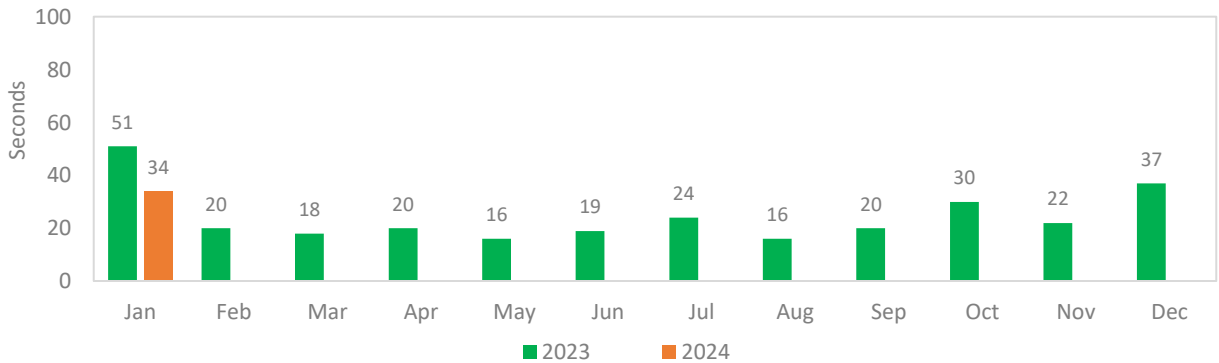
Call Volume 2023 v. 2024



Abandonment Rate 2023 v. 2024

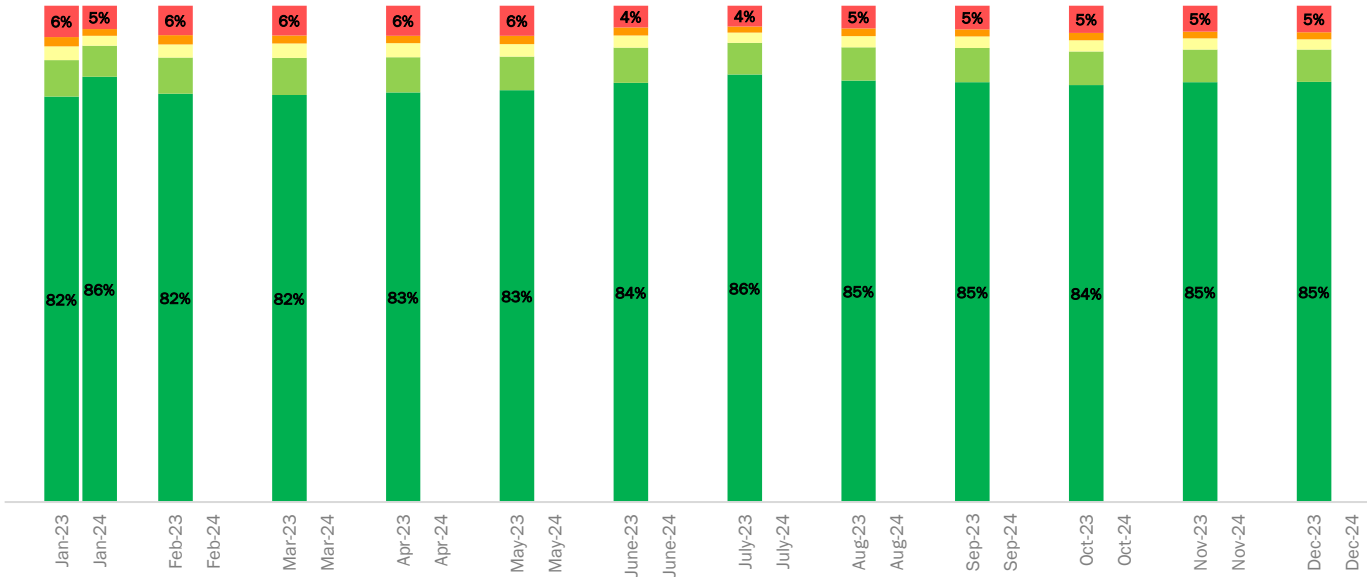


Average Speed to Answer 2023 v. 2024

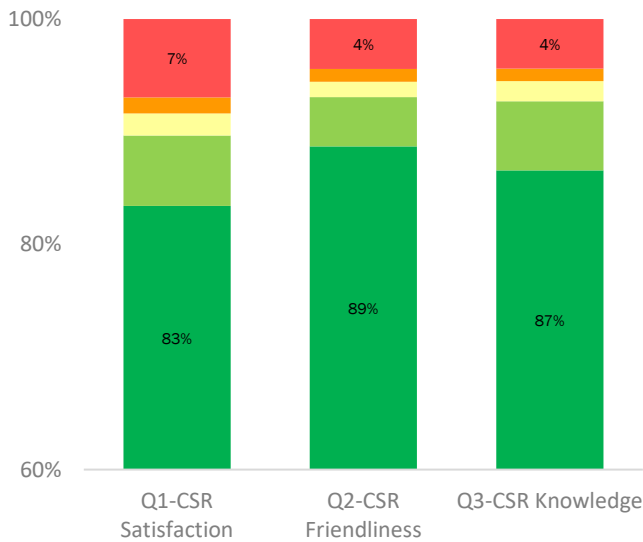


Customer Satisfaction Survey

Q4 - Overall CSAT 2023 v. 2024



Customer Satisfaction Score – January 2024



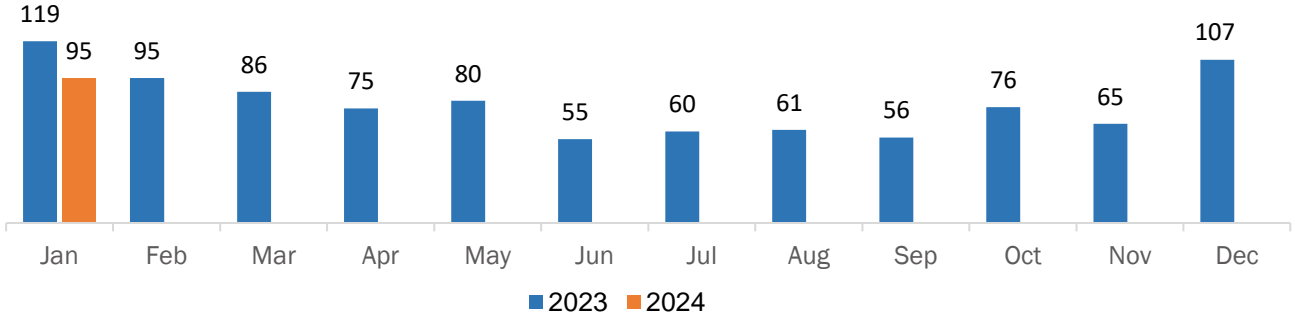
Questions

- 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?

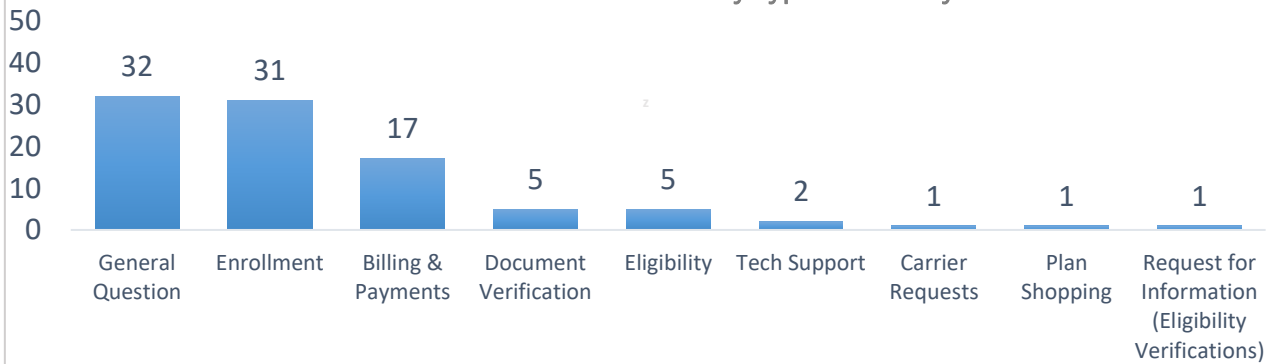


Customer Experience

Number of Ombuds Cases Received (Monthly)



Number of Ombuds Cases by Type – January 2024



Ombuds Open Cases Aging as of 1/31/2024

