

Service Report Card

	1 st Qtr 2011	2 nd Qtr 2011	3 rd Qtr 2011	4 th Qtr 2011
ID cards processed for shipment within	5 days	5 days	5 days	5 days
Average speed of calls to Customer Service Center answered within	35 seconds	17 seconds	16 seconds	14 seconds
Call abandonment rate	less than 1.0%	less than 1.0%	less than 1.0%	less than 1.0%
Medical claims processed within	6 days	5 days	5 days	5 days
Dental claims processed within	6 days	5 days	5 days	5 days
Vision claims processed within	5 days	5 days	2 days	2 days

Results based on internal data.

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