

# Service Report Card

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

Results based on internal data.

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