Submitted Enrollments
- Individual: 132,815
- SHOP: 2,135

Enrollments Utilizing APTC/CSR
- 79,749

Average Premium
- Non Financially Assisted:
  - Catastrophic: $287.57
  - Bronze: $148.73
  - Silver: $261.25
  - Gold: $325.06
  - Platinum: $342.16

Financially Assisted - Gross/Net
- Bronze: $328.13 / $97.44
- Silver: $402.96 / $124.55
- Gold: $436.97 / $247.20
- Platinum: $433.34 / $251.42

Broker Assisted Enrollments
- Certified Brokers: 1,554

HCG Assisted Enrollments
- Trained Health Coverage Guides: 440

Service Center Assisted Enrollments
- In Progress

Account Activity
- Individual Accounts: 273,853
- Employee Accounts: 2,408
- Employer: 4,124

Channels
- Broker Assisted Enrollments: *42,383
- HCG Assisted Enrollments: In Progress
- Service Center Assisted Enrollments: In Progress

Customer Relationship
- Total page views: 50,548,384
- Unique homepage visitors: 1,374,733
- Unique web visits: 2,712,189
- Inbound calls serviced: 346,915
- Inbound chats serviced: 42,956

Technical Performance
- Availability: 99.9%
- Pages served within 5 seconds: 99.6%
- Average page response time: 1.5 sec

Appeals
- Open: 103
- Informal Resolution Process: 66
- Office of Administrative Courts: 4
- Pending Withdrawal: 33
- Closed: 125
- Medicaid/CHP+ only Appeals: 13

Top Three
- Top 3 marketplace pages:
  1.) Search for Quotes
  2.) Eligibility
  3.) Compare Plans

- Top 3 consumer questions:
  1.) General Information
  2.) Pre-Enrollment Questions
  3.) Enrolling

*Data under verification