

# Complaints 2018 Metrics

## Main drivers:

- Appeals
  - Appellant wants information earlier
- Broker
  - Consumer indicates information is inaccurate
- Carrier
  - Billing
  - Premiums too high
  - Refund
- Customer Service
  - Plan terminated/not terminated
  - Application issue
  - 1095 inquiry
  - CSR issue
- DOI
  - Broker issues
- Feedback
  - Website error
  - Application process
  - 1095 inquiry
- HCPF
  - Terminated without notice

