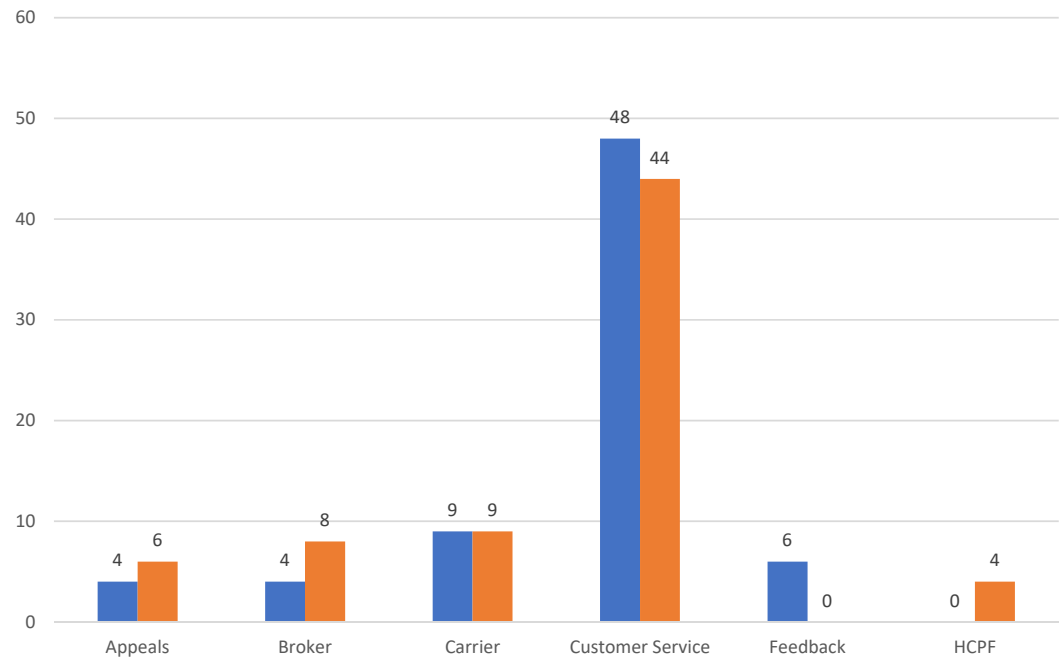


Main drivers:

- Appeals
 - Unsatisfactory terminations date
 - APTC and tax reconciliation issues
 - SEP Denied
- Broker
 - Consumer indicates information is inaccurate
 - Consumer not happy with service
- Carrier
 - Billing
 - Premiums too high
 - Refund
 - Policy canceled
- Customer Service
 - Plan terminated/not terminated
 - Application issue
 - 1095 inquiry
 - CSR issue
 - Coverage mistake
- Feedback
 - Website error
 - Application process
 - 1095 inquiry
- HCPF
 - Terminated without notice
 - CSR issue

Complaint Metrics 2018

January 1, 2018 - June 30, 2018



5/1 combined Broker and DOI categories