

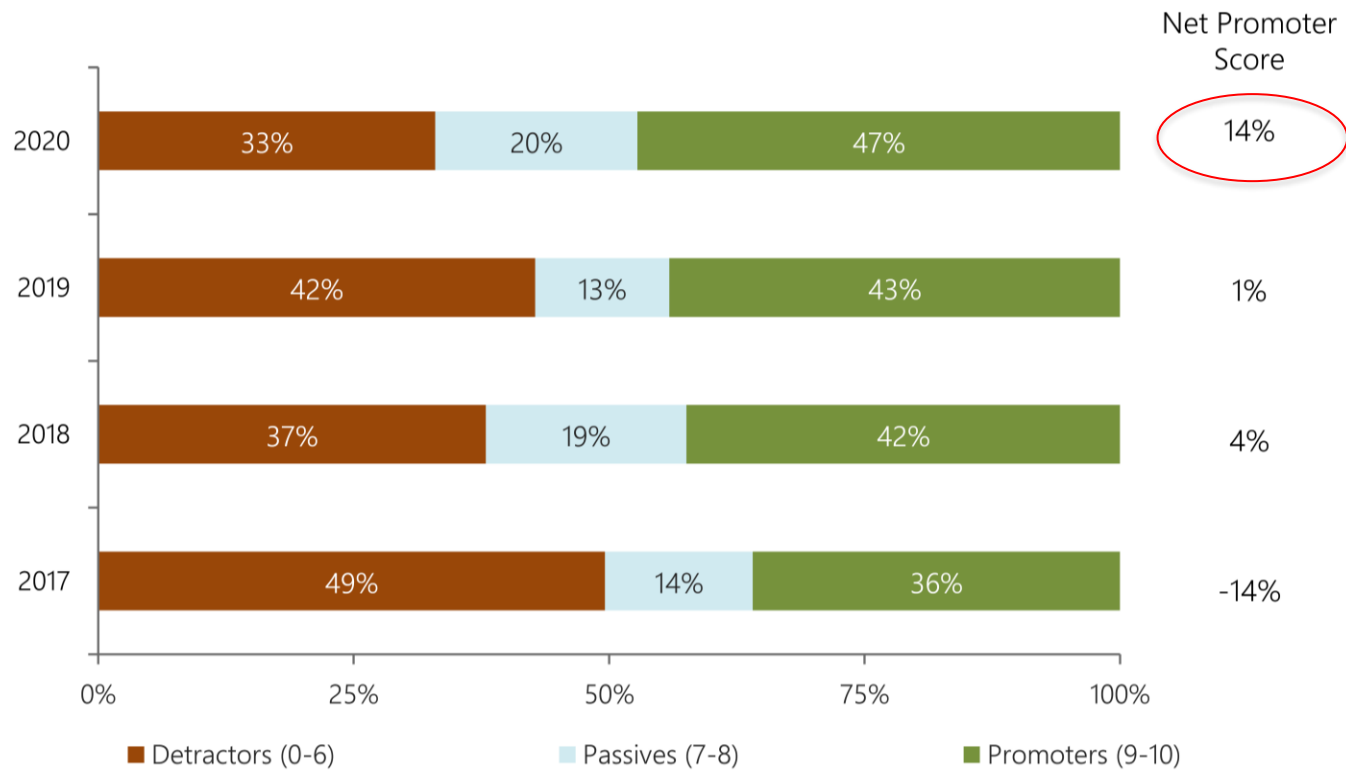


# 2020 CUSTOMER SURVEY RESULTS

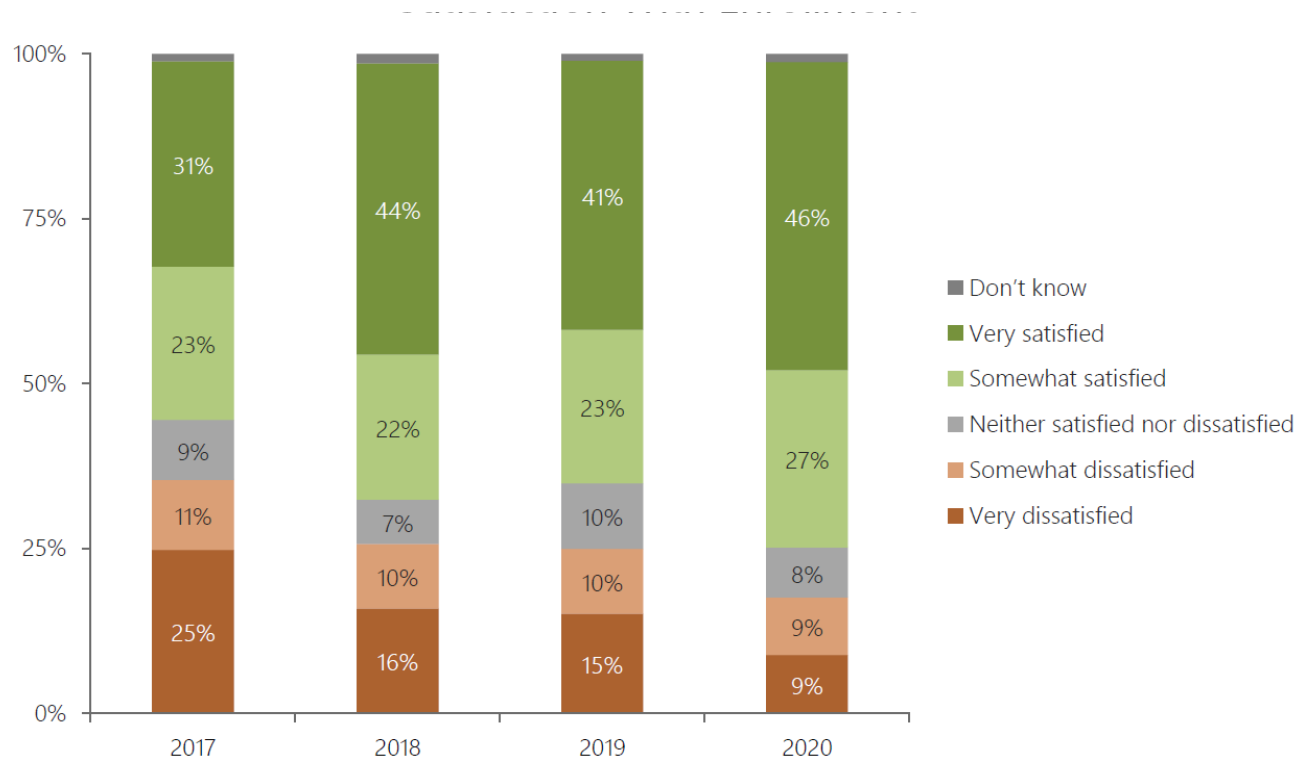
Ezra Watland

Director, Marketing and Communications Strategy

# Net Promoter Score



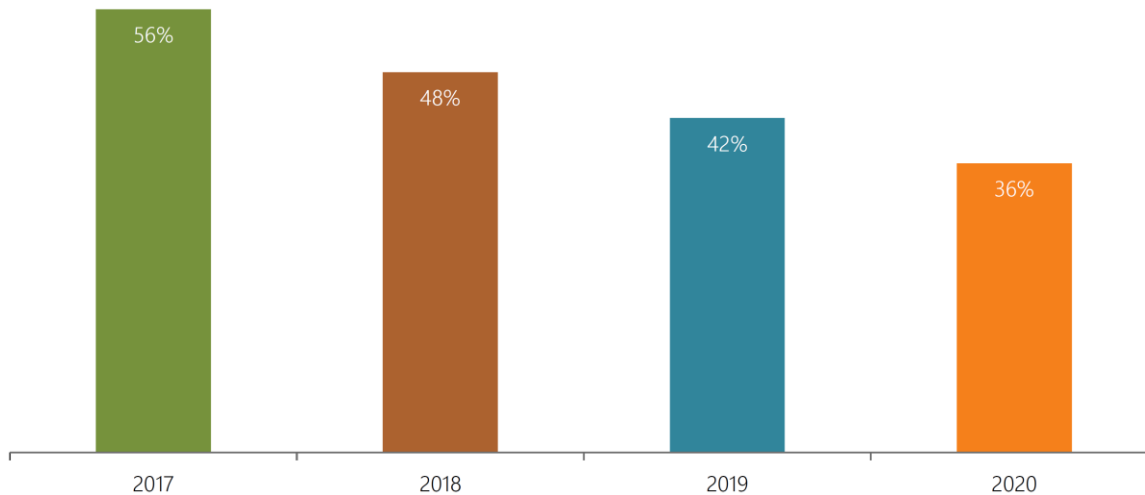
# Satisfaction with Enrollment



More than 70 percent of customers were satisfied with their enrollment

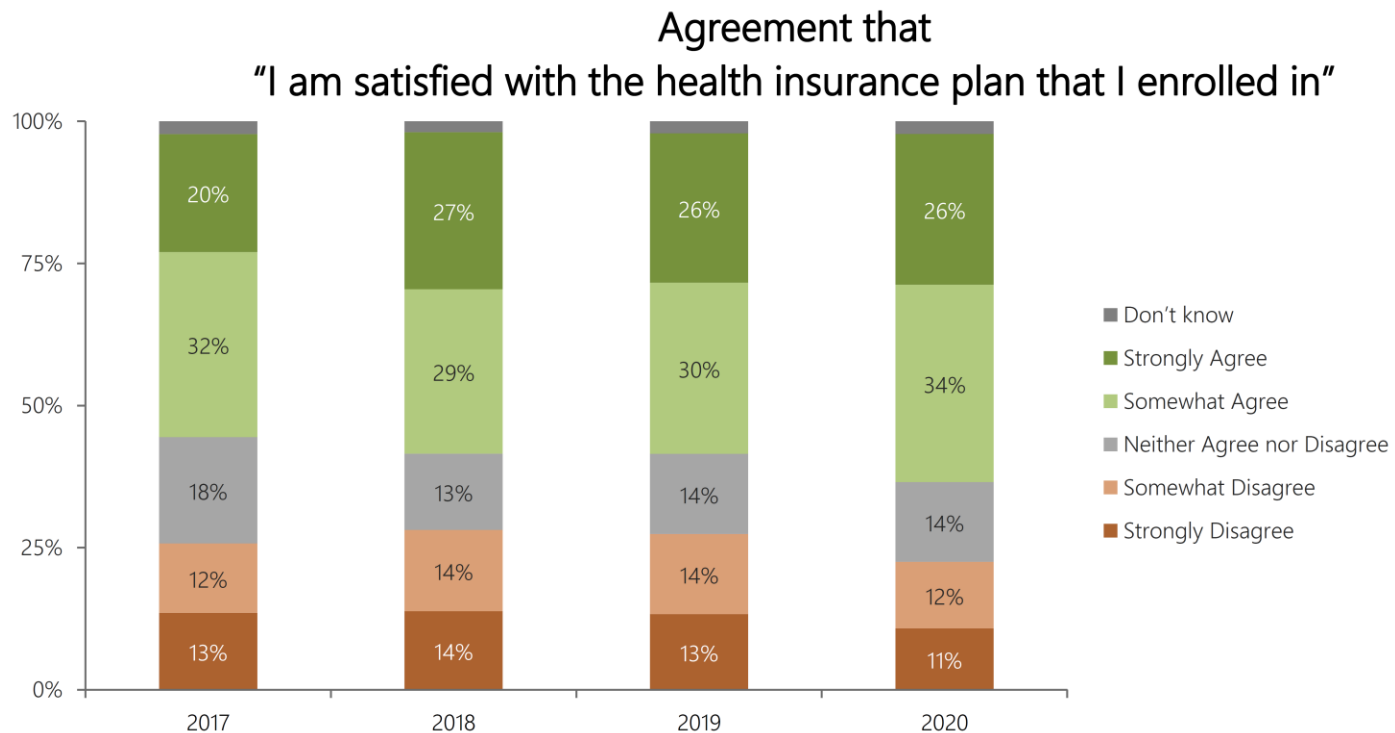
# Fewer Returning Customers changed Plans

Returning Customers Who Changed Their Plan This Year



More customers are opting to stick with their current plan

# Increased satisfaction with chosen plan



60% of customers were satisfied with the plan they chose

