

Complaint Metrics

Main Drivers

Appeals

- Customer was not contacted

Broker

- Consumer was not happy with service
- Consumer indicates information is inaccurate or incorrect
- Consumer still being contacted by Broker after removal

Carrier

- Continued billing after policy was canceled
- Consumer not happy with enrollment process and wanted more information from carrier
- Communication between carriers & C4

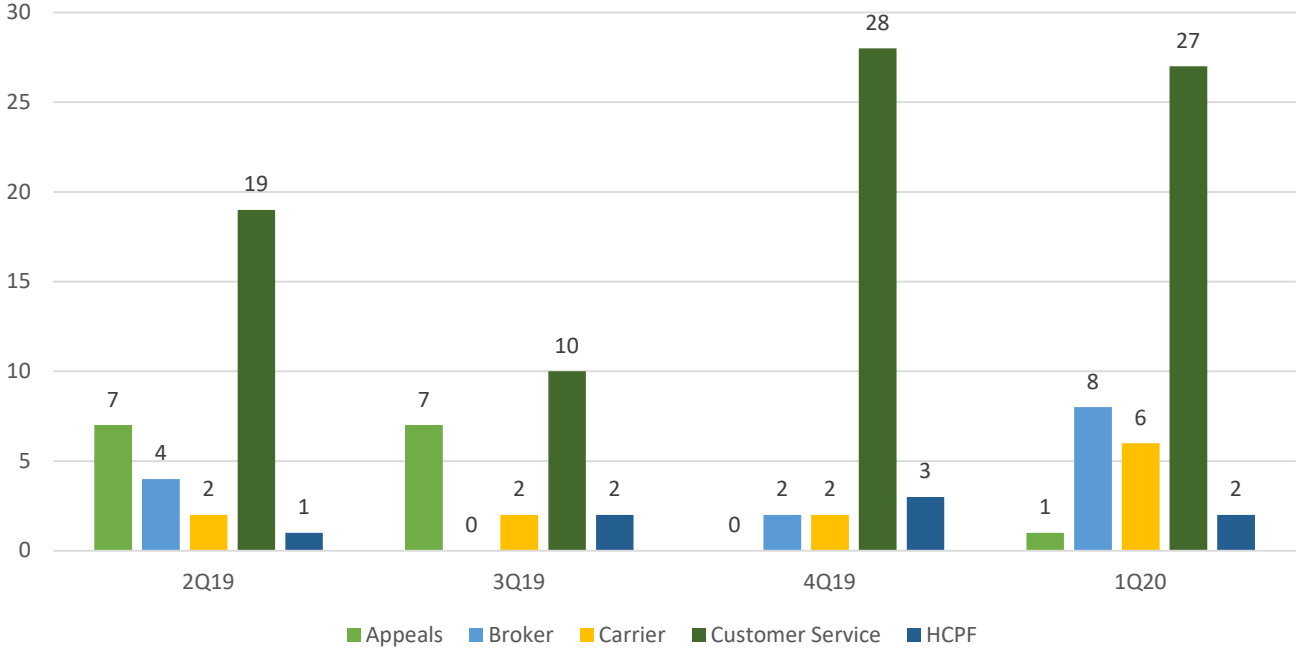
Customer Service

- Service & knowledge from representative
- Technical problems with account and/or website
- Auto renewal problems
- Not responding to requests

HCPF

- Unhappy Medicaid notices had C4HCO information
- Denied approval

Four Quarters Ending March 31, 2020



Total inquires to the call center for the first quarter of 2020 = 73,007
 Total complaints for the first quarter 2020 = 44