

Complaint Metrics

Main Drivers

Broker

- Consumer was not happy with service
- Consumer indicates information is inaccurate or incorrect

Carrier

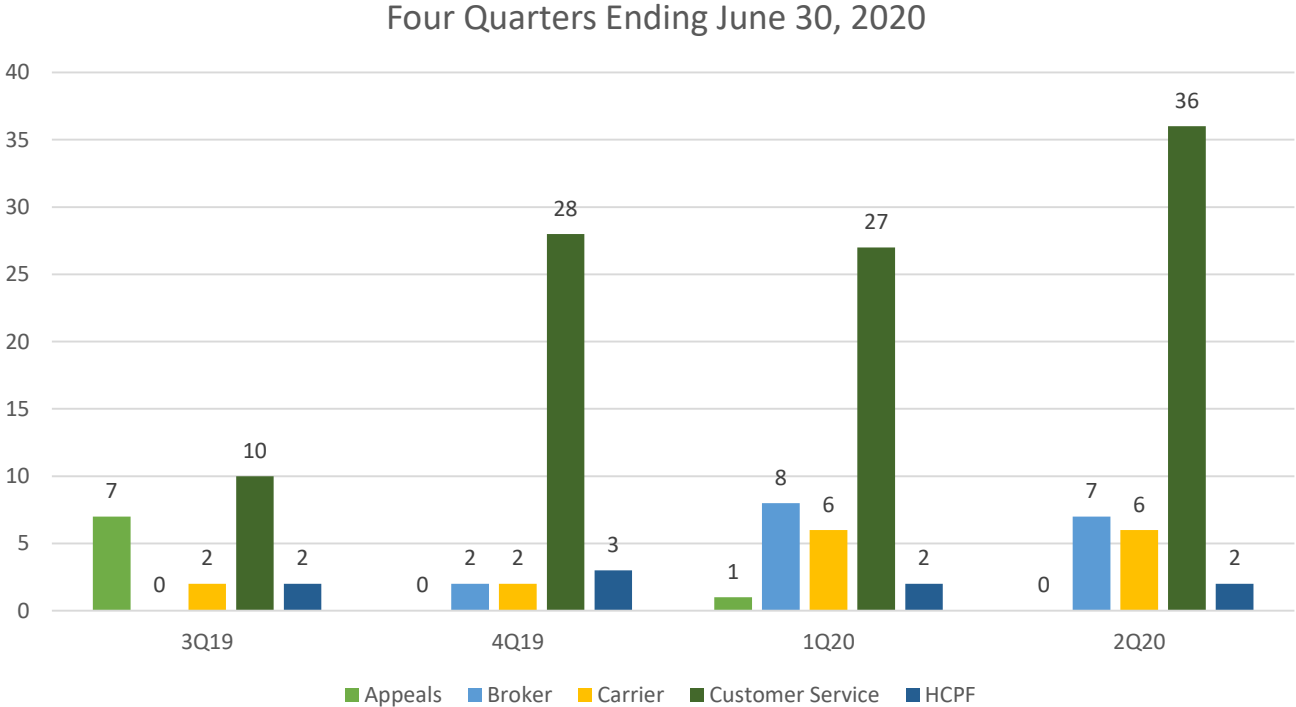
- Continued billing after policy was canceled and requests refund
- Disputing cancellation date with Carrier
- Carrier denied claims

Customer Service

- Service & knowledge from representative
- Technical problems with account and/or website
- Auto renewal problems
- Request to change effective or termination date

HCPF

- Medicaid was cancelled



Total inquires to the call center for the first quarter of 2020 = 73,007
Total complaints through 6/30/2020 = 95