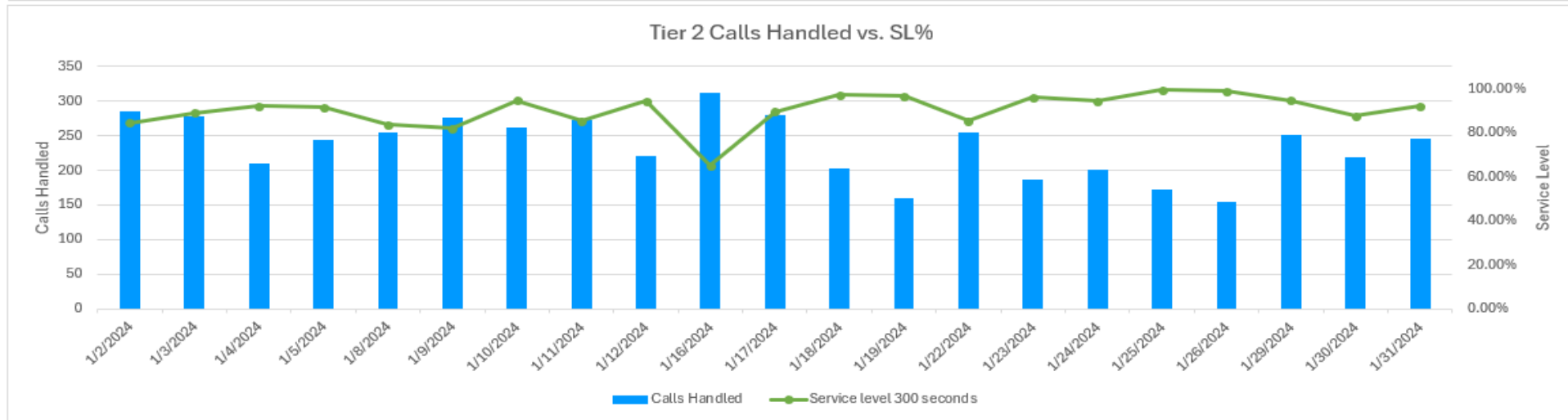
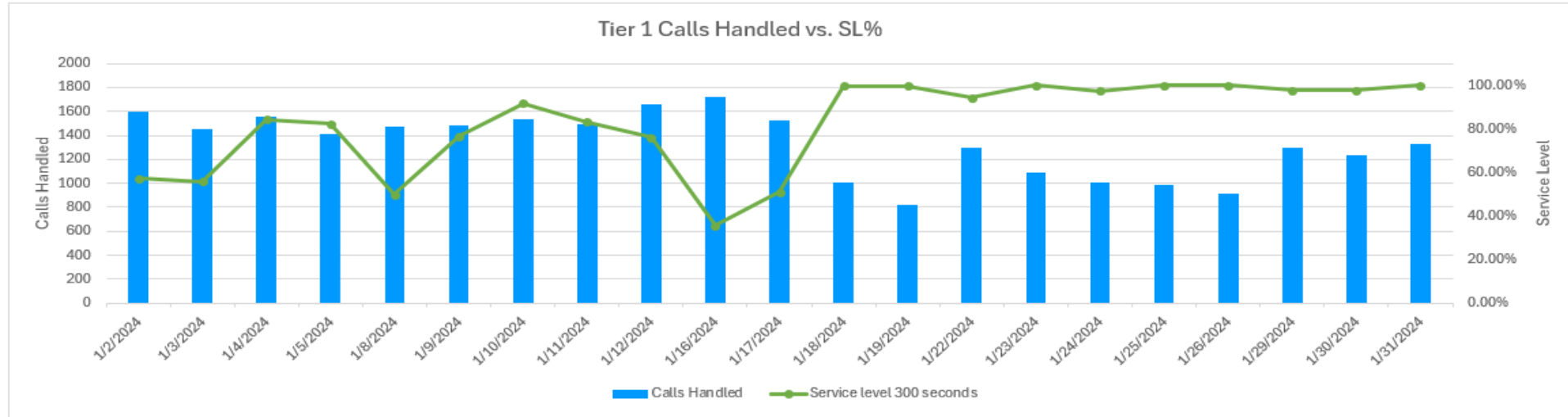


# Customer Operations - January Performance

January Call Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	15:10	13:39	15:57	22:55
Average Speed of Answer	3:12	4:01	1:38	8:03
Calls Offered	30,846	25,535	5,334	4,218
Calls Handled	27,895	23,011	4,944	3,107
300 Second Service Level %	77.82%	69.56%	88.90%	48.37%

# January Calls Handled vs. Service Level



# February MTD Performance

Tier 1	2023	2024	Increase/ Decrease	Increase/ Decrease %
<b>Calls Offered</b>	9,990	12,929	2,939	29.42%
<b>Calls Handled</b>	9,799	12,591	2,792	28.49%
<b>SL %</b>	90.76%	94.20%		3.44%

Tier 2	2023	2024	Increase/ Decrease	Increase/ Decrease %
<b>Calls Offered</b>	2,009	2,531	522	25.98%
<b>Calls Handled</b>	1,746	2,435	689	39.46%
<b>SL %</b>	71.70%	90.95%		19.25%

\*Date range 2/1/2024 to 2/20/2024

# Complaints

Month	Broker	Issuer	Customer Service	Technical Support	Health First Colorado	Misinformation	Policies	Enrollment Center	Other	Total
Nov-22		3	1		4	3	2			13
Dec-22	3	6	11		3	3	3			29
Jan-23	3	4	12		2	5		4	2	32
Feb-23		2	7		2	2			1	14
Mar-23	1	2	1		2	2	1		3	12
Apr-23	1	2	2			1	1		3	10
May-23	4	3	2	1	2	4	1		3	20
Jun-23	3	1	9	2	2	6				23
Jul-23		1		1						2
Aug-23			1	1	3	1				6
Sep-23			1							1
Oct-23					1	1	2			4
Nov-23		1		5	2		2	2		12
Dec-23		4	3		1		3			11
Jan-24	1	1	5	4			3			14