

Complaints

2020 – 2021 Complaints Data

Month	Appeals	Assister	Broker	Carrier	Customer Service	Enrollment Center	HFC	Misinformation	Other	Policies	Processing Time	Total
Jan-20			5		12							17
Feb-20	3		1	1	10							15
Mar-20			2	3	3		1		1			10
Apr-20			4	1	13		1	1	1	2		23
May-20			2	2	8		1		1	4		18
Jun-20	1		1	3	10					1		16
Jul-20			3	1	9			1	2	3		19
Aug-20			1	2	2				4	2		11
Sep-20					5		1	2	7			15
Oct-20					5		1	1	2	1		10
Nov-20		1	3	6	29	2	2	10	20	4	3	80
Dec-20			2	3	31			2	10		1	49
Total	4	1	24	22	137	2	7	17	48	17	4	283
Jan-21			1		34	1		1	2	3	2	44
Feb-21				1	13			2	3			19
Mar-21			1	3	2				1			7
Apr-21			1	1	3			1				6
Total			3	5	52	1		4	6	3	2	76