

# Complaints

## Reasons for Complaint

Month	Assister	Broker	Carrier	Customer Service	Enrollment Center	HFC	Misinformation	Other	Policies	Processing Time	Total
<b>2020</b>											
July		3	1	9				2	3		18
August		1	2	2				4	2		11
September				5		1	2	7			15
October				5		1	1	2	1		10
November	1	3	6	29	2	2	10	20	4	3	80
December		2	3	31			2	10		1	49
<b>Total</b>	<b>1</b>	<b>9</b>	<b>12</b>	<b>81</b>	<b>2</b>	<b>4</b>	<b>15</b>	<b>45</b>	<b>10</b>	<b>4</b>	<b>183</b>
<b>2021</b>											
January		1		34	1		1	2	3	2	44
February			1	13			2	3			19
March		1	3	2				1			7
April		1	1	3			1				6
May				2							2
June			1	2			1		1		5
July			1					1	2		4
August			2	1				1			4
September			2	3			1		1		7
October		1	2	1				4			8
November			2			1	1	4			8
December						1		2			3
<b>Total</b>	<b>0</b>	<b>4</b>	<b>15</b>	<b>61</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>18</b>	<b>7</b>	<b>2</b>	<b>117</b>