

Complaints

Reasons for Complaint

Month	Assister	Broker	Carrier	Customer Service	Enrollment Center	HFC	Misinformation	Other	Policies	Processing Time	Total
2020											
November	1	3	6	29	2	2	10	20	4	3	80
December		2	3	31			2	10		1	49
2020 Total	1	5	9	60	2	2	12	30	4	4	129
2021											
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
2021 Total	0	4	15	61	1	2	7	18	7	2	117
January		1	2	1				3			7
February			2	2		2		1			7
March			1			1		1			3
April		1	1								2
2022 Total	0	2	6	3	0	3	0	5	0	0	19