

# Complaints

## Reasons for Complaint

| Month             | Assister | Broker   | Issuer    | Customer Service | Enrollment Center | HFC      | Misinformation | Other     | Policies | Processing Time | Total      |
|-------------------|----------|----------|-----------|------------------|-------------------|----------|----------------|-----------|----------|-----------------|------------|
| <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>2021 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> |
| <b>2022</b>       |          |          |           |                  |                   |          |                |           |          |                 |            |
| January           |          | 1        | 2         | 1                |                   |          |                | 3         |          |                 | 7          |
| February          |          |          | 2         | 2                |                   | 2        |                | 1         |          |                 | 7          |
| March             |          |          | 1         |                  |                   | 1        |                | 1         |          |                 | 3          |
| April             |          | 1        | 1         |                  |                   |          |                |           |          |                 | 2          |
| May               |          |          |           | 1                |                   | 1        |                | 2         |          |                 | 4          |
| June              |          |          | 2         |                  |                   |          |                | 2         | 4        |                 | 8          |
| July              |          | 1        | 2         | 1                |                   |          | 2              | 3         | 1        |                 | 10         |
| <b>2022 Total</b> | <b>0</b> | <b>3</b> | <b>10</b> | <b>5</b>         | <b>0</b>          | <b>4</b> | <b>2</b>       | <b>12</b> | <b>5</b> | <b>0</b>        | <b>41</b>  |