

Complaints: January, 2022 – December, 2022

Month	Broker	Issuer	Customer Service	Technical Support	Health First Colorado	Misinformation	Other	Policies	Multiple	Enrollment Center	Total
Jan	1	2	1	3							7
Feb		2	2	1	2						7
Mar		1		1	1						3
Apr	1	1									2
May			1		1		2				4
Jun		2			2		4				8
Jul	1	2	1			2	3	1			10
Aug		3	1		2	2					8
Sep		1			3			1		1	6
Oct		4						1			5
Nov		2	1		4	3		2	1	3	16
Dec	2	5			1	1		3	10	1	23
Total	5	25	7	5	16	8	9	8	11	5	99

OE10 Recap: November 1 – January 31

Calls Answered: 87,908

OE9: 77,746

Average Speed of Answer: 352 Seconds

Service Level: 56.43%

Chats Answered: 24,235

OE9: 19,983