

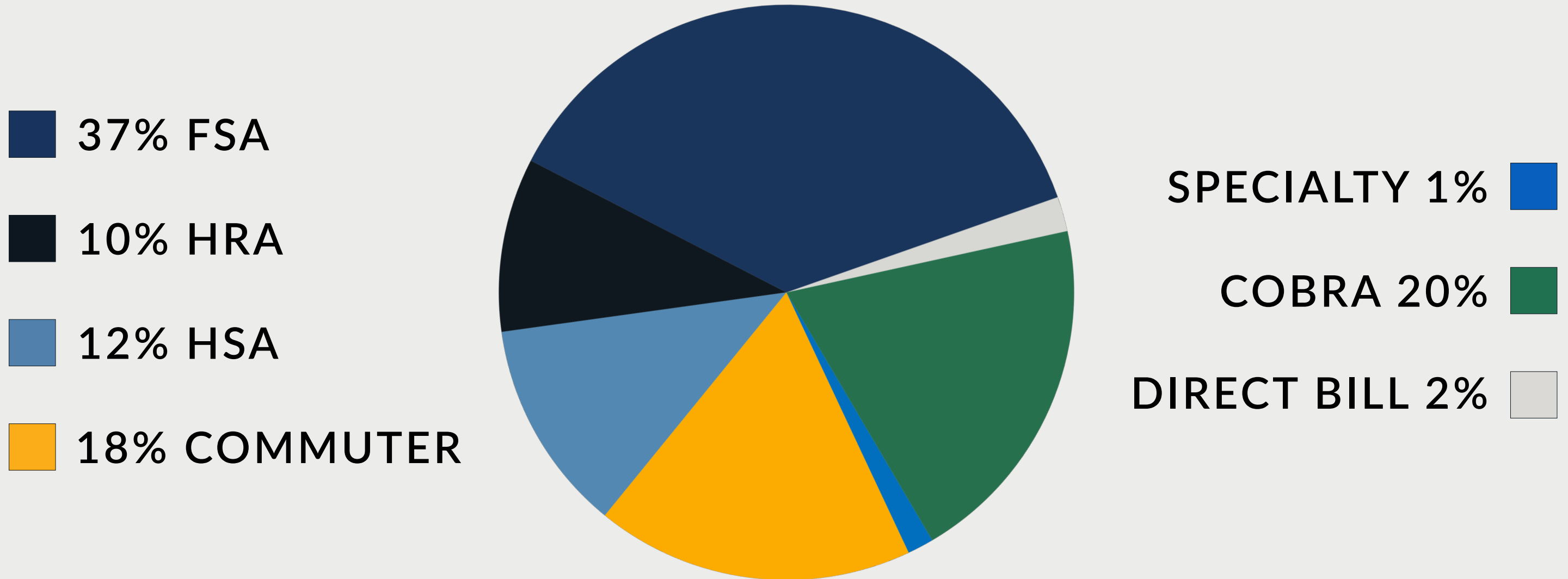


# 2022 CLIENT SATISFACTION SURVEY RESULTS



# SURVEY RESPONDENTS

The 2022 Client Satisfaction Survey was conducted September 15th-30th. Over 250 employers across the United States shared their thoughts and feedback.





NET PROMOTER SCORE

69

(THIS IS CONSIDERED BETWEEN  
“EXCELLENT” AND “WORLD CLASS”)

A Net Promoter® Score (NPS) is a satisfaction and service quality metric that measures customer loyalty using a -100 to +100 scoring method.

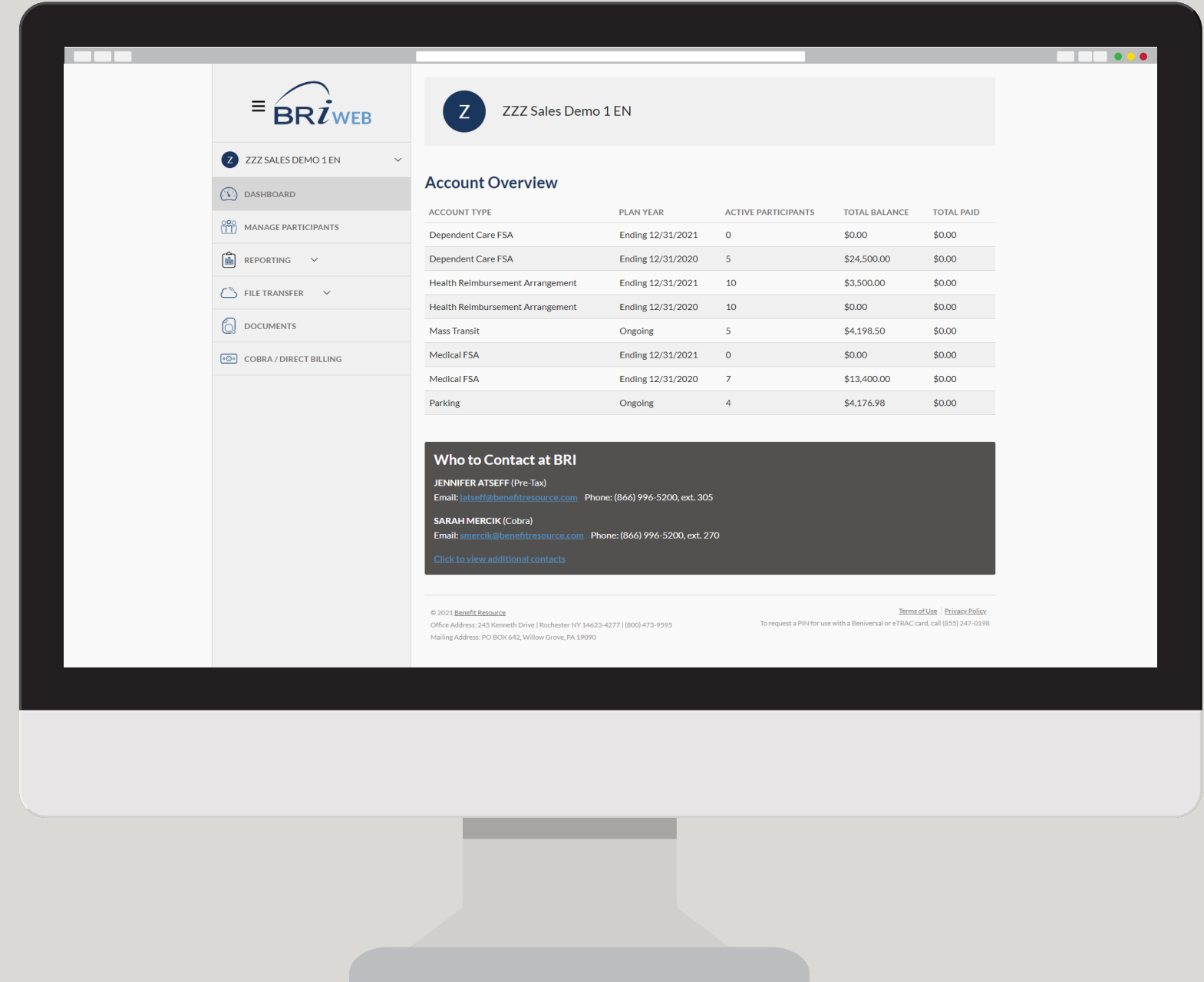
**88.3%** WOULD RECOMMEND  
BRI TO ANOTHER EMPLOYER



**4.1/5 SATISFACTION**



HAS A **93.7%**  
SATISFACTION  
RATING.



**91.6%**  
**SATISFACTION**

**WITH  
BRI  
STAFF**

“No matter what the question is or how many times we asked it previously, [our rep] answers it with expertise and her email and phone communications are very professional so we can clearly understand.”

“[Our rep] gives us as many options as she can, and will always try to make sure we have the information and administrative knowledge that we need to make these benefits work.”

