

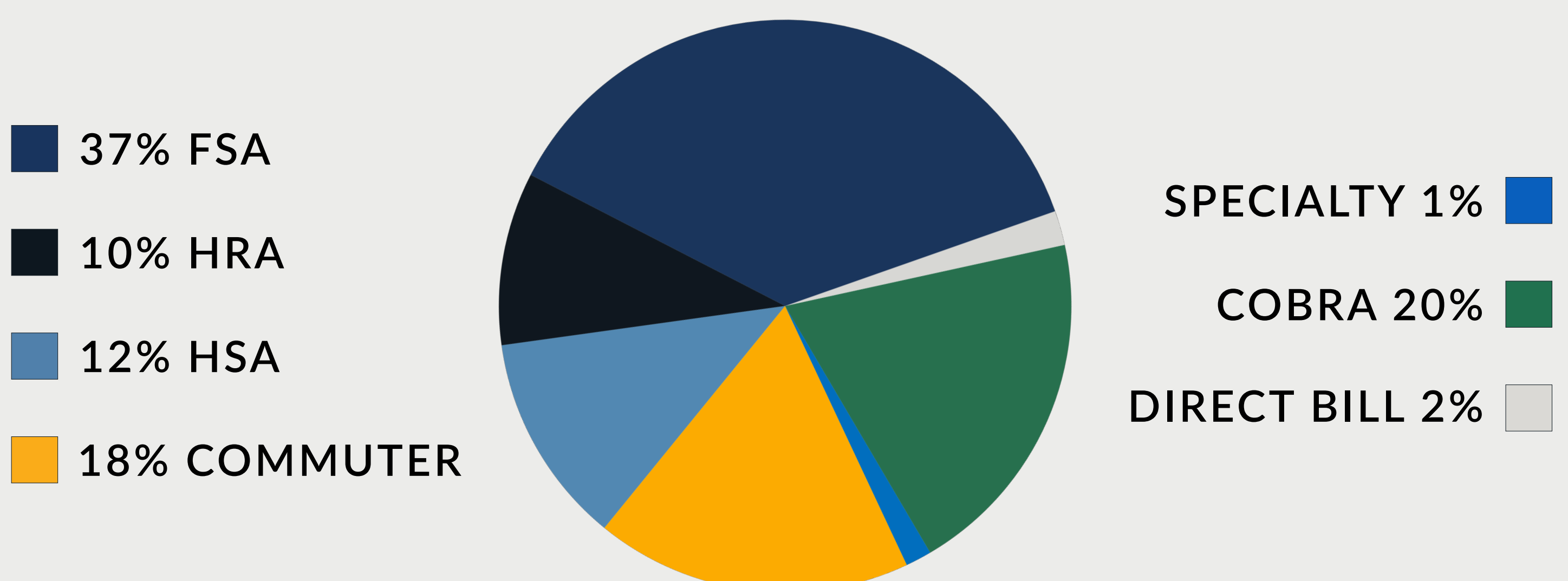


2022 CLIENT SATISFACTION SURVEY RESULTS



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")

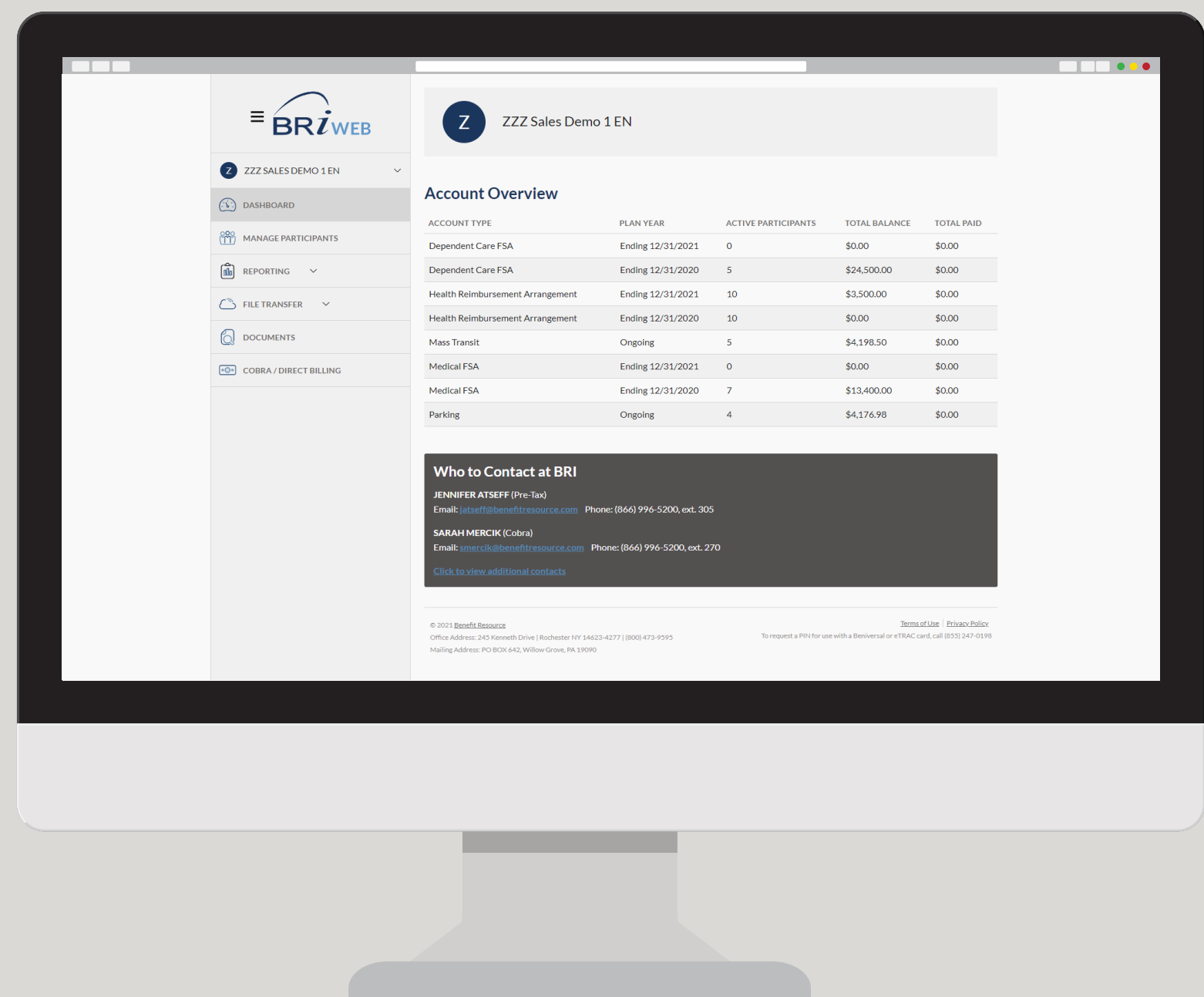
A Net Promoter® Score (NPS) is a satisfaction and service quality metric that measures customer loyalty using a -100 to +100 scoring method.

88.3% WOULD RECOMMEND BRI TO ANOTHER EMPLOYER

★★★★☆ 4.1/5 SATISFACTION



HAS A 93.7% SATISFACTION RATING.



91.6% SATISFACTION

"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."



WITH BRI STAFF