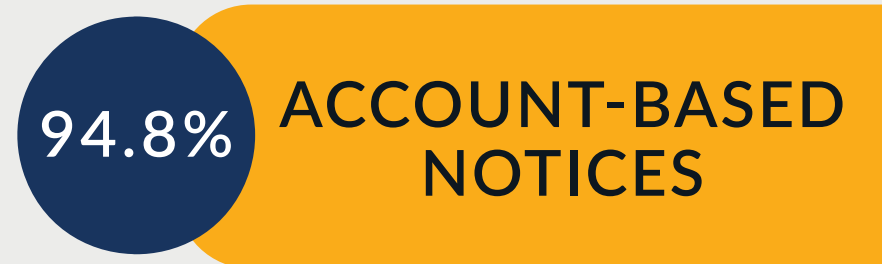




# 2022 PARTICIPANT SATISFACTION SURVEY

# BRI COMMUNICATIONS ARE CONSIDERED EFFECTIVE AND USEFUL.

BRIALERTS ARE RATED AS THE MOST EFFECTIVE METHOD OF COMMUNICATION.



THE PREFERRED COMMUNICATION METHOD IS PHONE.

LIVE CHAT: 15%

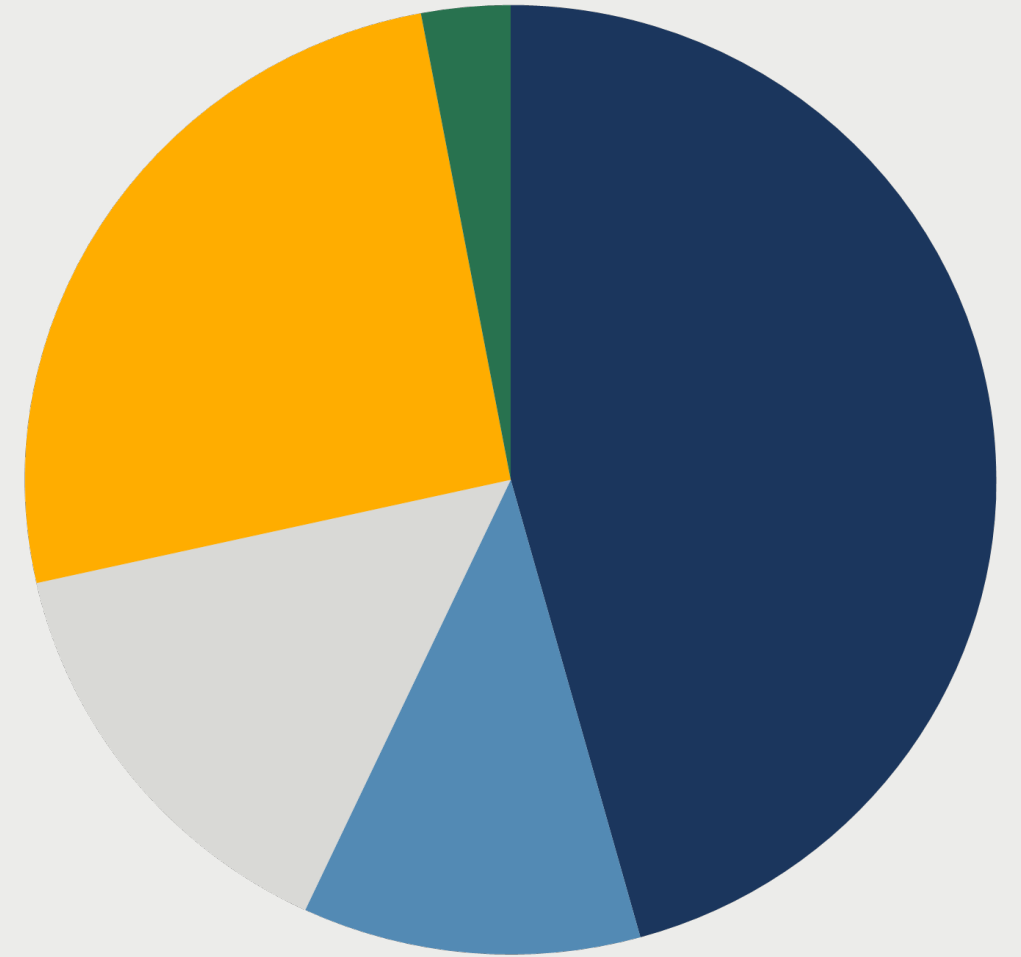
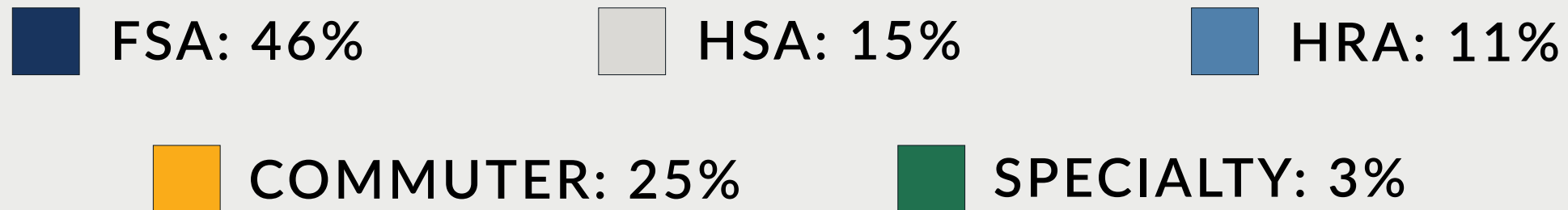
PHONE: 64%

EMAIL: 21%

# RESPONDENT SNAPSHOT

The 2022 Participant Survey was conducted from July 19th to August 12th. Nearly 8,500 employees across the United States shared their thoughts and feedback.

## BREAKDOWN BY PLAN TYPE



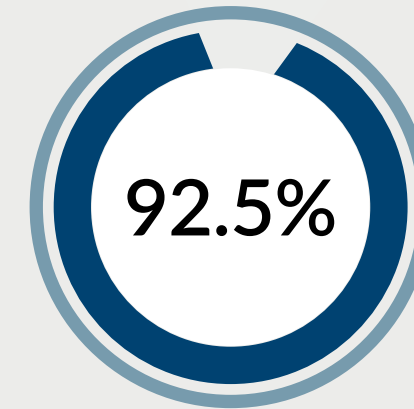
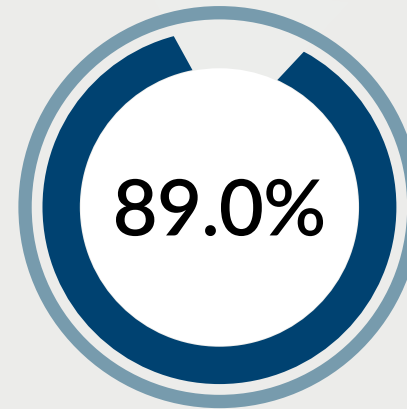
# BRIWEB AND THE BRIMOBILE APP PROVIDE A POSITIVE USER EXPERIENCE.

ACCOUNT  
MANAGEMENT

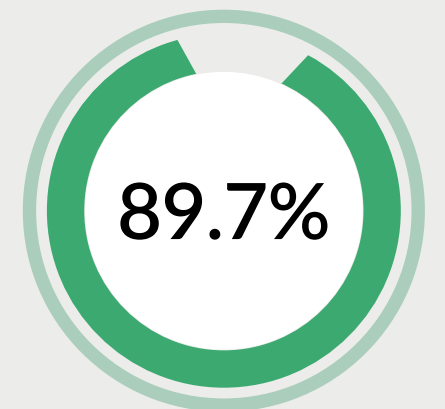
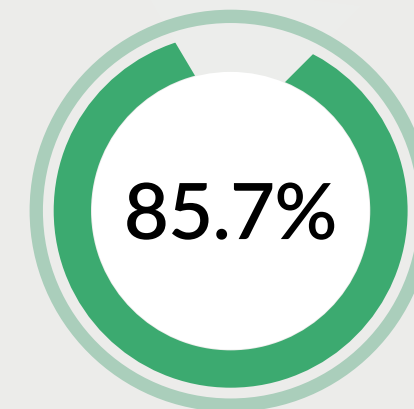
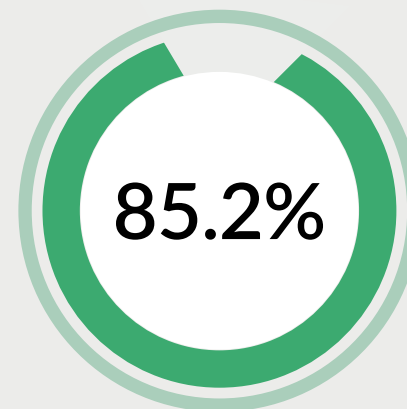
INFORMATION  
& RESOURCES

EASY TO USE  
& NAVIGATE

The logo for BRiWEB features a blue arc above the text. 'BRi' is in a dark blue serif font, and 'WEB' is in a light blue sans-serif font.



The logo for BRiMOBILE features a blue arc above the text. 'BRi' is in a dark blue serif font, and 'MOBILE' is in a light blue sans-serif font.

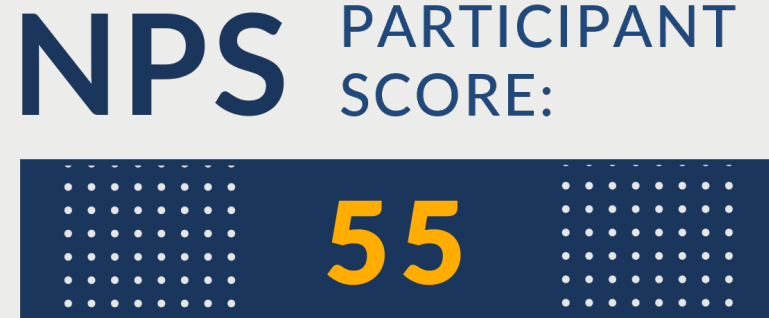


# OVERALL SATISFACTION LEVELS ARE IN THE 90TH PERCENTILE.

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

## BRI HAS AN AVERAGE NPS OF 55

According to the latest NPS Benchmarks Report, the average Insurance Industry NPS is only 35.



**PARTICIPANT SERVICES IS CLASSIFIED AS FRIENDLY, PROFESSIONAL, INFORMATIVE, AND KNOWLEDGEABLE.**

**FRIENDLINESS/PROFESSIONALISM**

**90.2**

**KNOWLEDGEABLE/INFORMATIVE**

**84.5**



“Rep was very informative and helpful; she even provided important input on things I didn't even think to ask about. Was very impressed.”

“I've never had an interaction with BRI that I didn't feel was great.”

“Calling the BRI assistance team is never frustrating or inconclusive (when was the last time you got to say that?!)”

“When I have reached out for assistance in the past, representatives were knowledgeable, courteous, and perhaps most important they were real. They weren't simply reciting from a script.”