

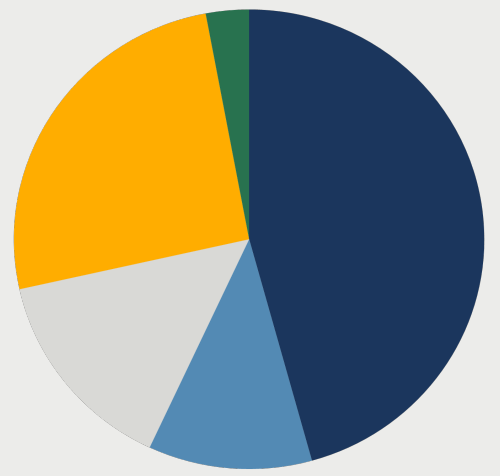
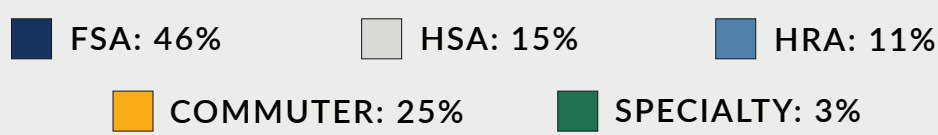


2022 PARTICIPANT SATISFACTION SURVEY

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



OVERALL SATISFACTION LEVELS ARE IN THE 90TH PERCENTILE.

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

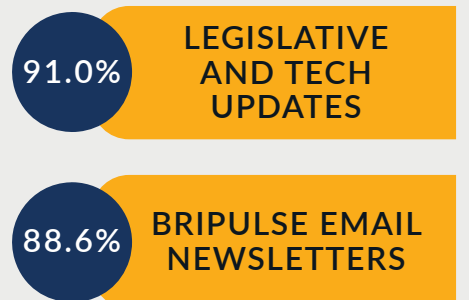
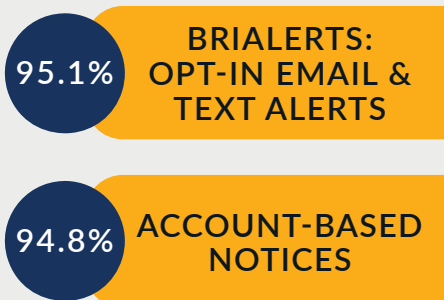


BRI HAS AN AVERAGE NPS OF 55
According to the latest NPS Benchmarks Report, the average Insurance Industry NPS is only 35.

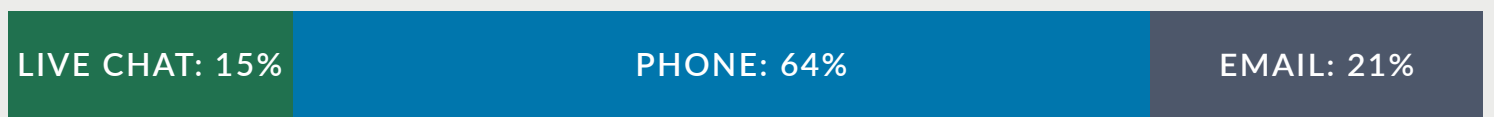


BRI COMMUNICATIONS ARE CONSIDERED EFFECTIVE AND USEFUL.

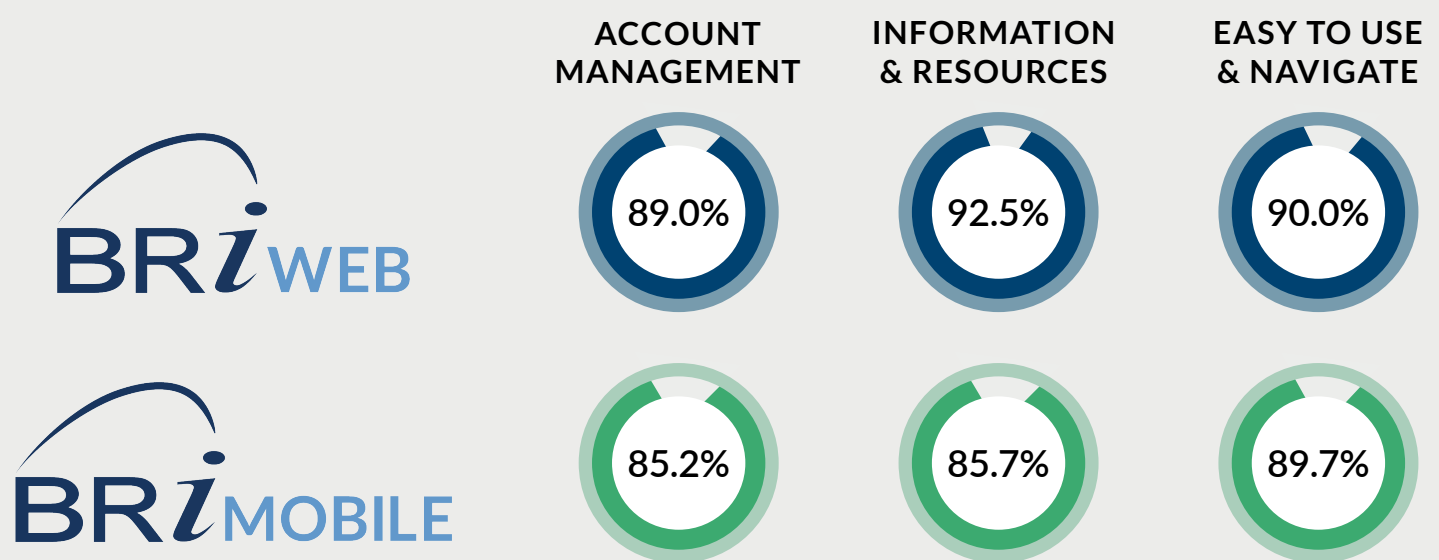
BRIALERTS ARE RATED AS THE MOST EFFECTIVE METHOD OF COMMUNICATION.



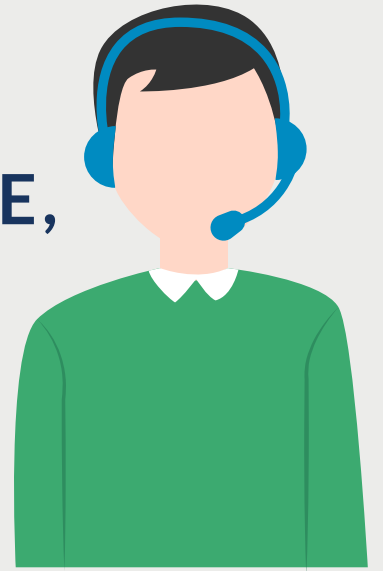
THE PREFERRED COMMUNICATION METHOD IS PHONE.



BRIWEB AND THE BRIMOBILE APP PROVIDE A POSITIVE USER EXPERIENCE.



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



"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."