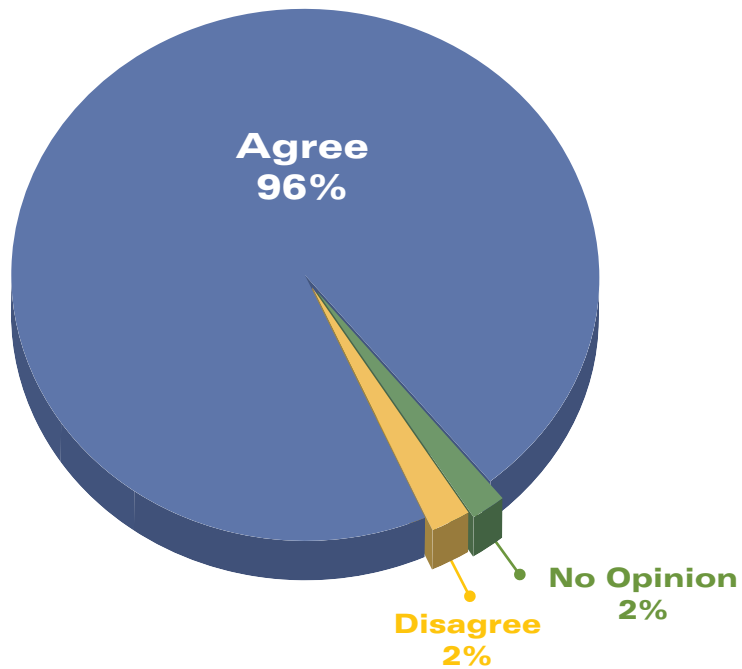


CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Business Services • Size - 15,000 EE • Client Since - 2001

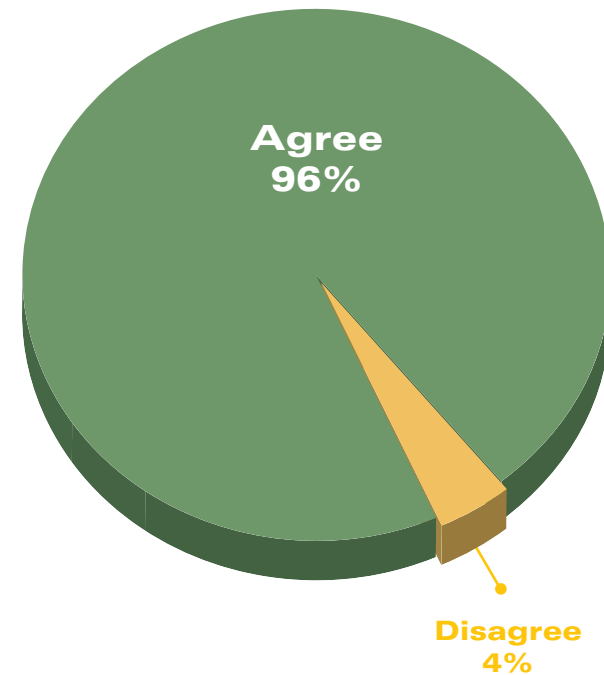
EASY TO USE

96% Agree the online enrollment service was easy to use.*



ENCORE PERFORMANCE

96% Would use this service again.*



FEATURES INCLUDE: Plan Comparisons • Decision Support • Eligibility Management • Resource Links

Benefit
SOFTWARE

212 Cottage Grove, Suite A • Santa Barbara, CA 93101 • 800.533.1388 • bsiweb.com

Copyright© BSI 2009

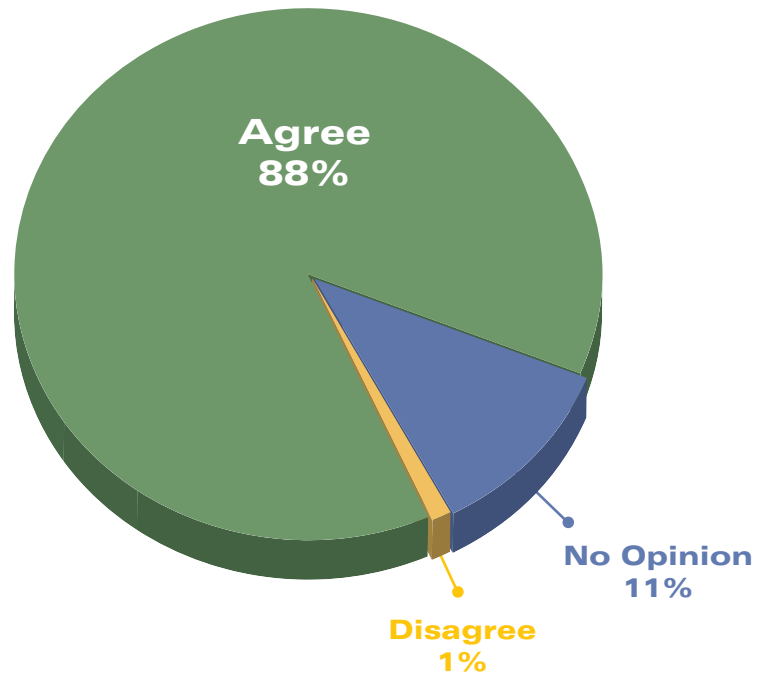
*Results from FFOL client survey for 2009 plan year

CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Business Services • Size - 15,000 EE • Client Since - 2001

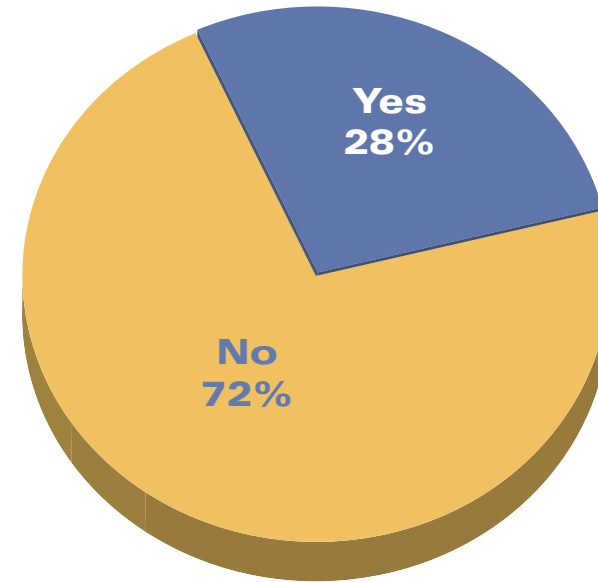
HELPFUL ONLINE RESOURCES

88% Agree that the online resources are helpful.*



USE FROM NON-WORK LOCATION

28% Have accessed the online service from a non-work location.*



FEATURES INCLUDE: 24/7 Access • Convenience • Security • Ease of Use

Benefit
SOFTWARE

212 Cottage Grove, Suite A • Santa Barbara, CA 93101 • 800.533.1388 • bsiweb.com

Copyright© BSI 2009

*Results from FFOL client survey for 2009 plan year