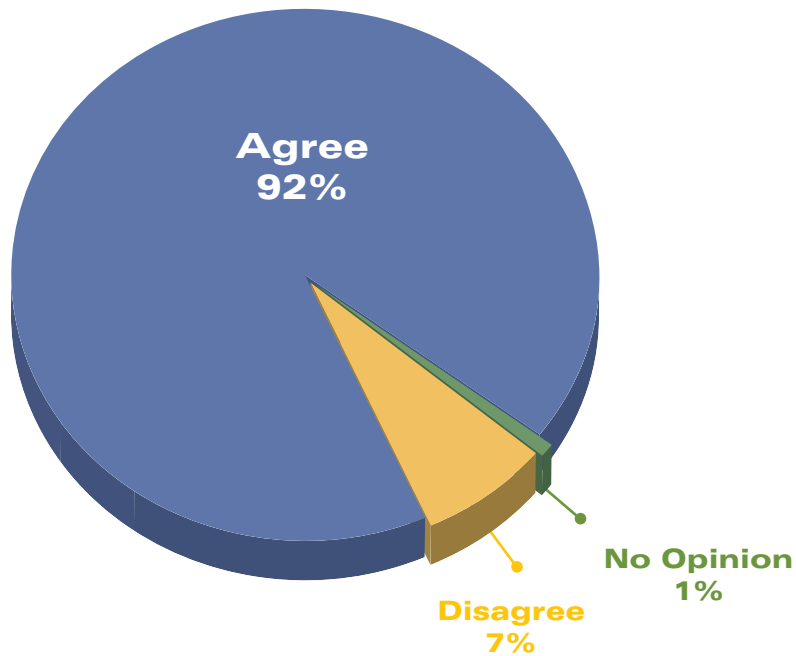


CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Hospital • Size - 14,000 EE • Client Since - 2007

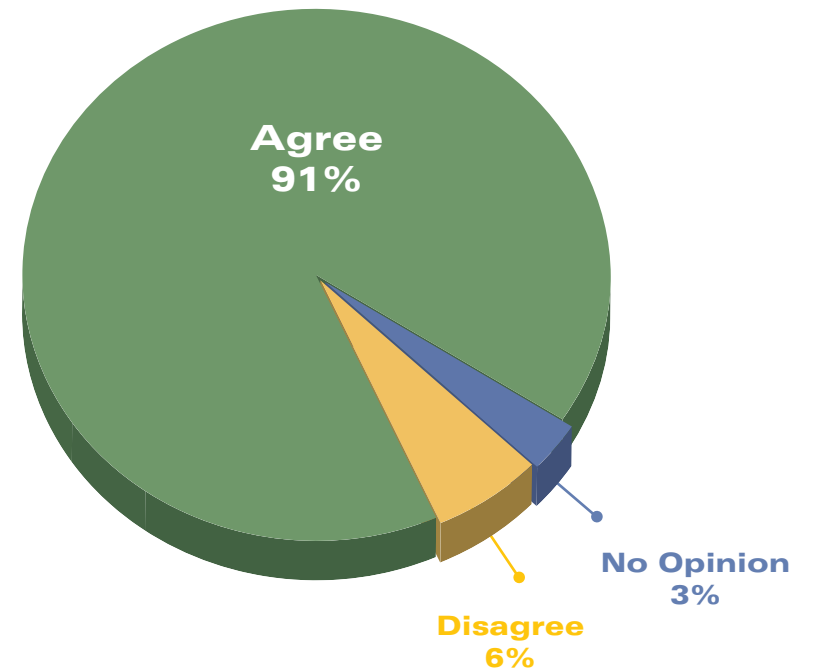
EASY TO USE

92% Agree the online enrollment service was easy to use.*



ENCORE PERFORMANCE

91% Would use this service again.*



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

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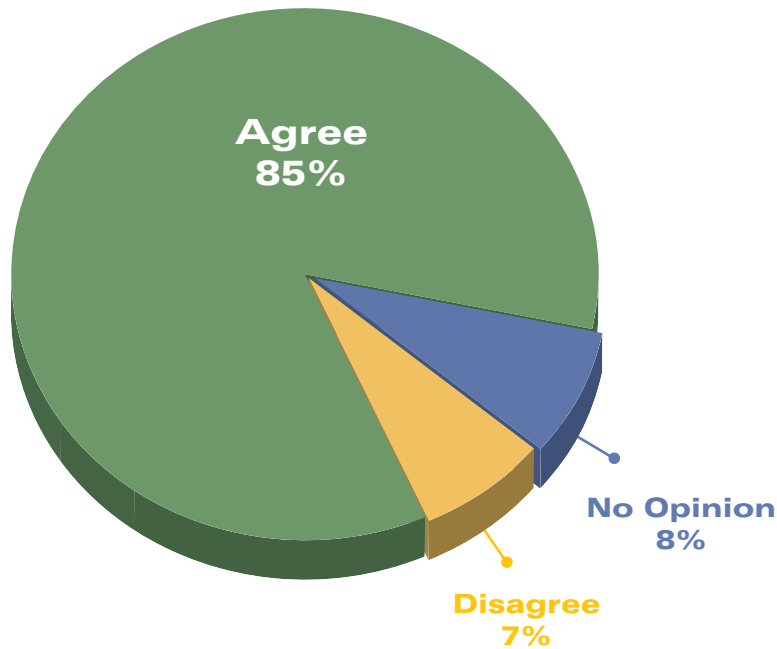
*Results from FFOL client survey for 2009 plan year

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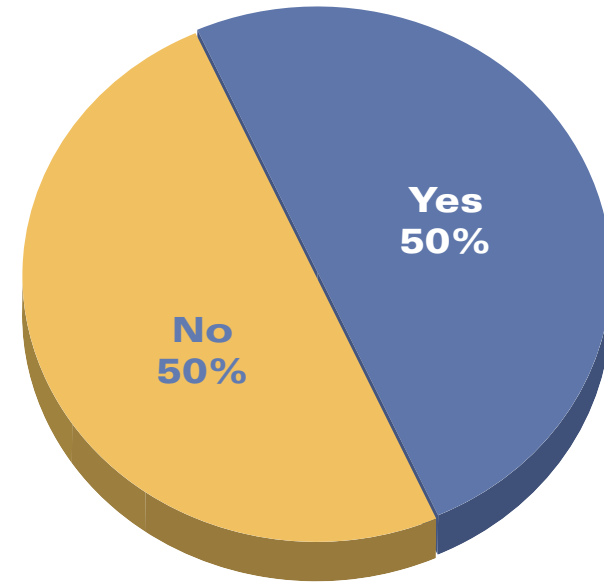
HELPFUL ONLINE RESOURCES

85% Agree that the online resources are helpful.*



USE FROM NON-WORK LOCATION

50% Have accessed the online service from a non-work location.*



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

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