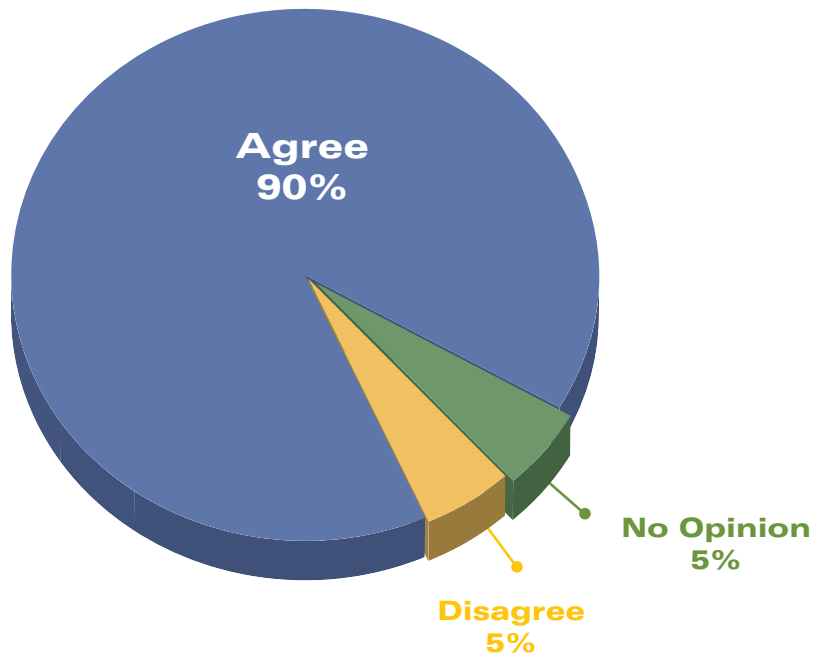


# CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Non-Profit • Size - 500 EE • Client Since - 2002

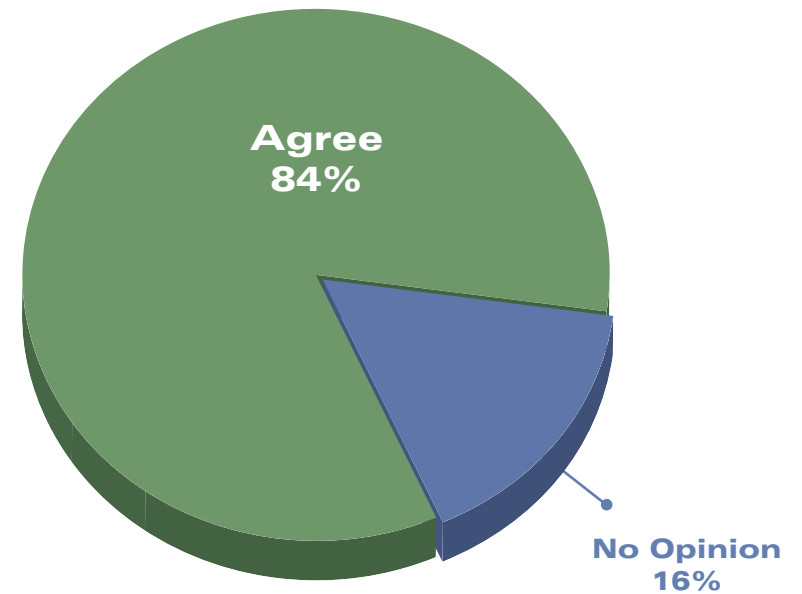
## EASY TO USE

90% Agree the online enrollment service was easy to use.\*



## ENCORE PERFORMANCE

84% Would use this service again.\*



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

**Benefit**  
SOFTWARE

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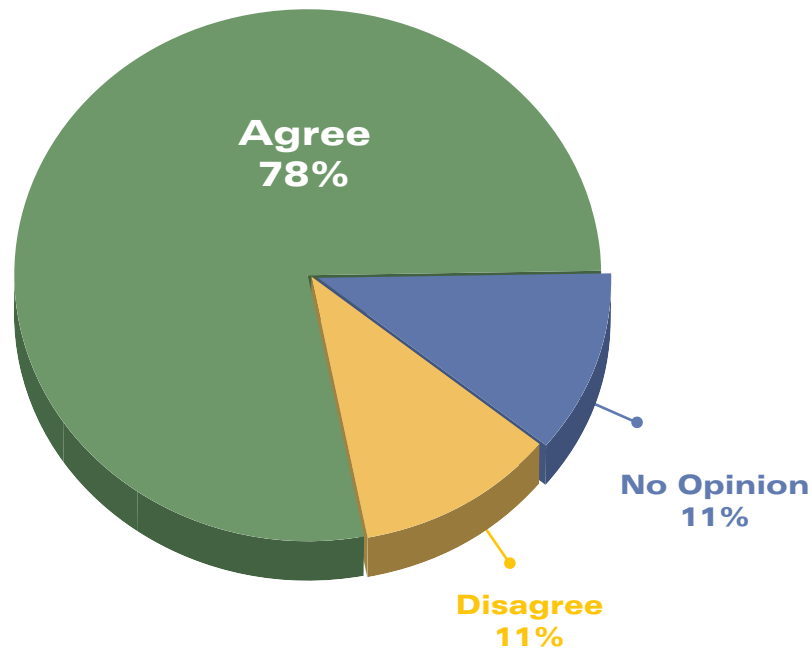
\*Results from FFOL client survey for 2009 plan year

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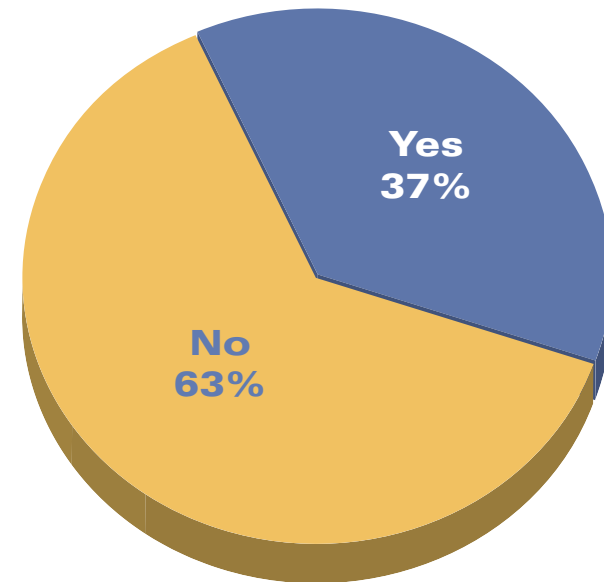
## HELPFUL ONLINE RESOURCES

78% Agree that the online resources are helpful.\*



## USE FROM NON-WORK LOCATION

37% Have accessed the online service from a non-work location.\*



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

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