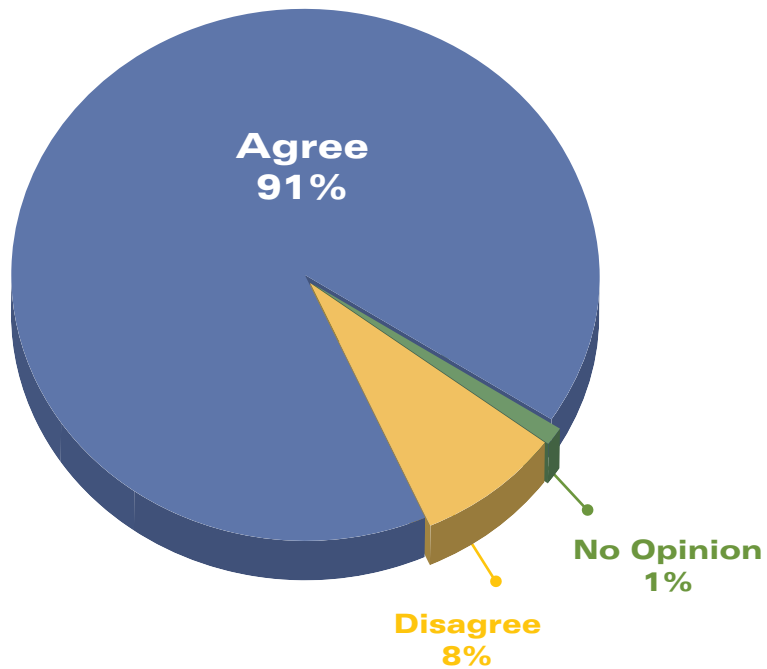


CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Financial Services • Size - 2,000 EE • Client Since - 2000

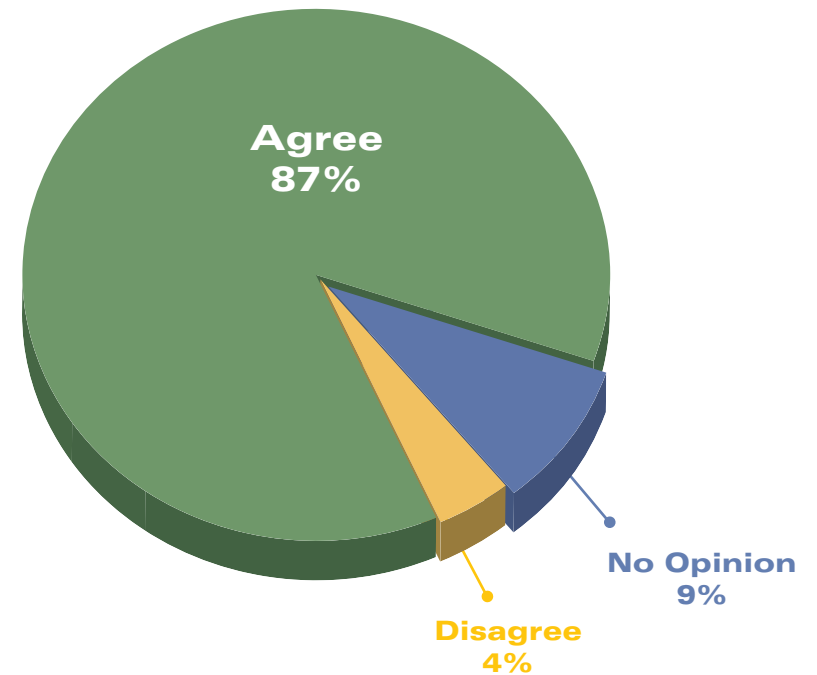
EASY TO USE

91% Agree the online enrollment service was easy to use.*



ENCORE PERFORMANCE

87% Would use this service again.*



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

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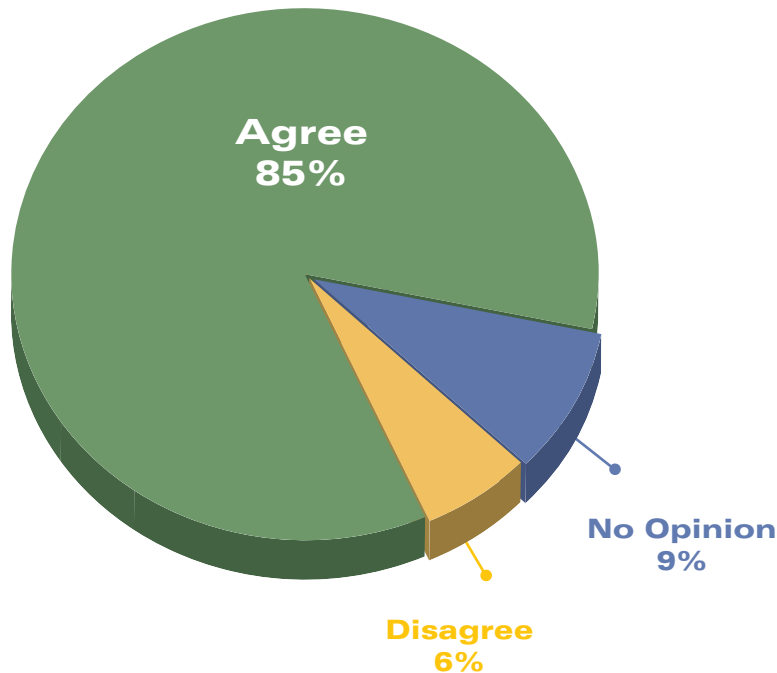
*Results from FFOL client survey for 2010 plan year

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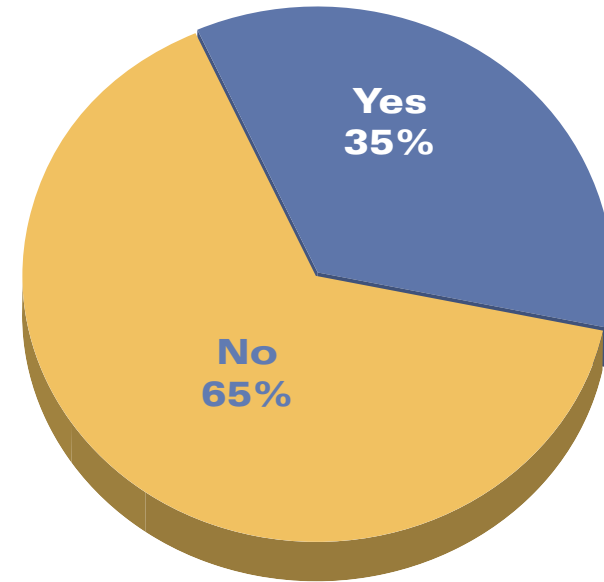
HELPFUL ONLINE RESOURCES

85% Agree that the online resources are helpful.*



USE FROM NON-WORK LOCATION

35% Have accessed the online service from a non-work location.*



ADVANTAGES INCLUDE: 24/7 Access • Convenience • Security • Improved Awareness and Understanding

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