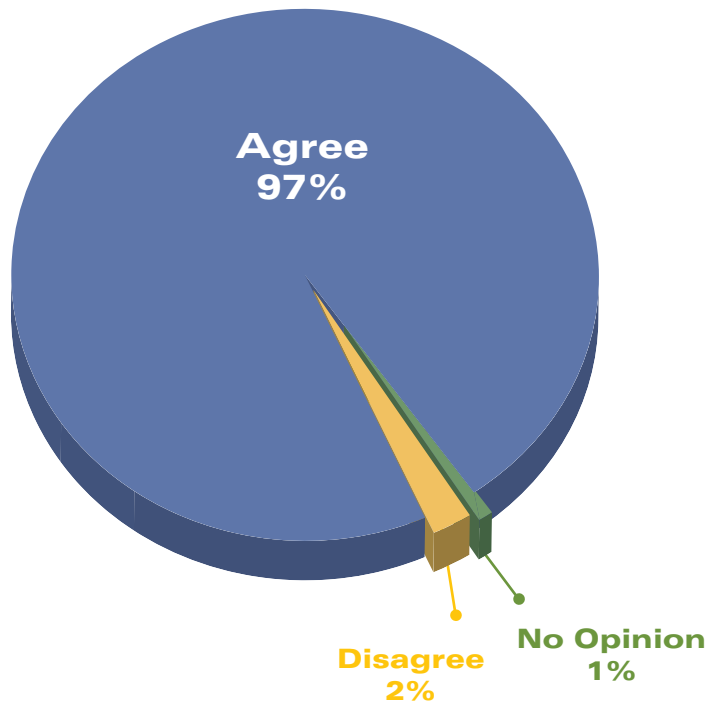


CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Hospital • Size - 1,200 EE • Client Since - 2003

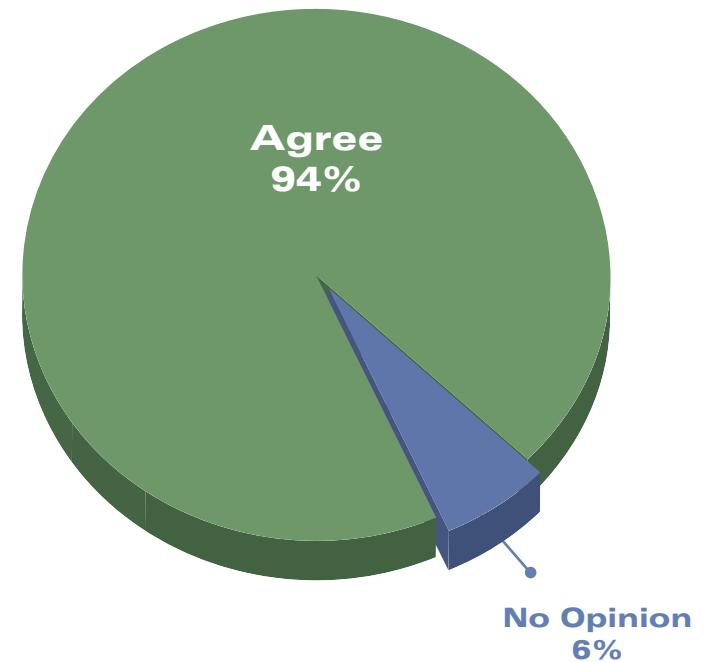
EASY TO USE

97% Agree the online enrollment service was easy to use.*



ENCORE PERFORMANCE

94% Would use this service again.*



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

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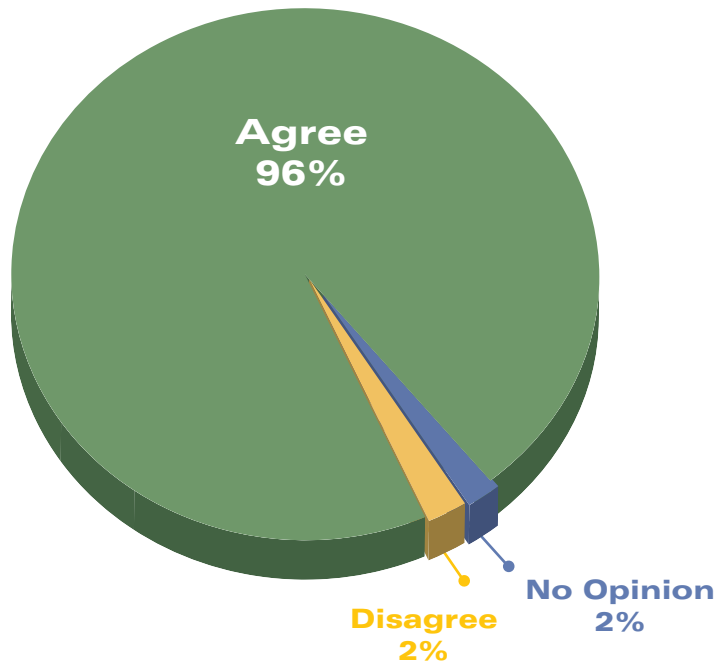
*Results from FFOL client survey for 2010 plan year

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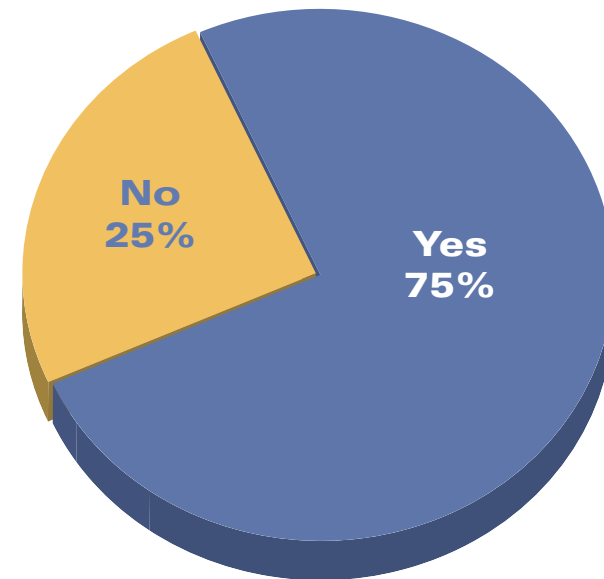
HELPFUL ONLINE RESOURCES

96% Agree that the online resources are helpful.*



USE FROM NON-WORK LOCATION

75% 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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