

CLIENT SATISFACTION SURVEY - FRINGE FACTS® ONLINE

Industry - Hospital • Size - 4,000 EE • Client Since - 2007

A VALUABLE TOOL THAT'S PROVEN EFFECTIVE.

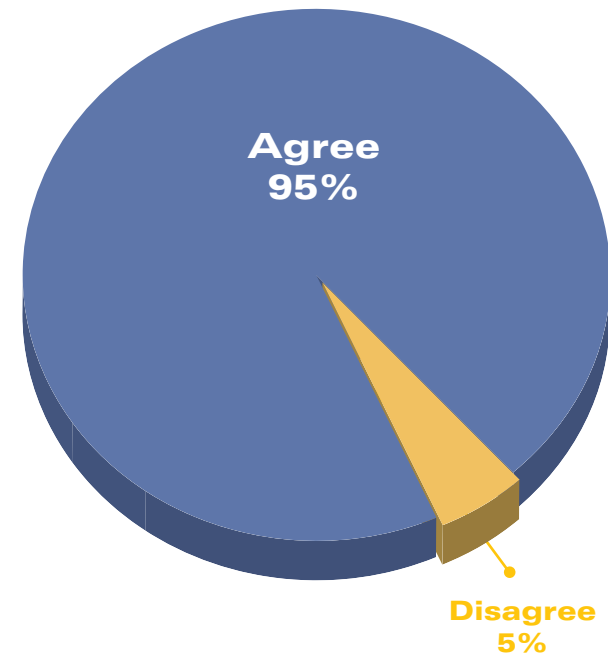
Year after year, *Fringe Facts* Online users report very high levels of satisfaction with the service. *Fringe Facts* Online helps our clients provide an easy to use and easy to manage tool that can empower employees while delivering critical benefits information to them. More informed employees improve workplace performance and employers benefit from improved morale and reduced turnover.

Some typical employee comments:

- “It was extremely easy to use!”
- “Was accessible anywhere convenient for the employee and you can print a copy of your records.”
- “Summary at the end made it easy to double check.”
- “Online explanations were easy to follow.”

EASY TO USE

95% Agree the online enrollment service was easy to use.*



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

Benefit
SOFTWARE

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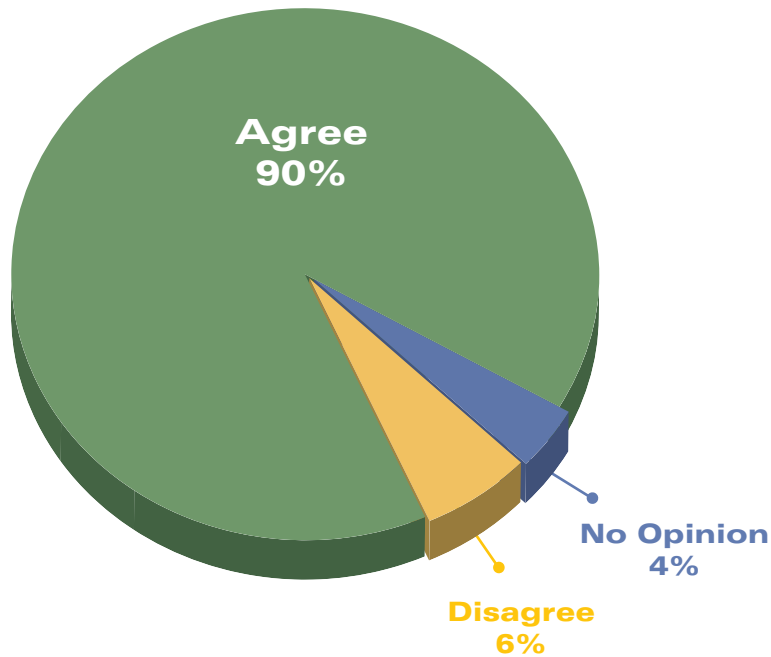
*Results from FFOL client survey for 2010 plan year

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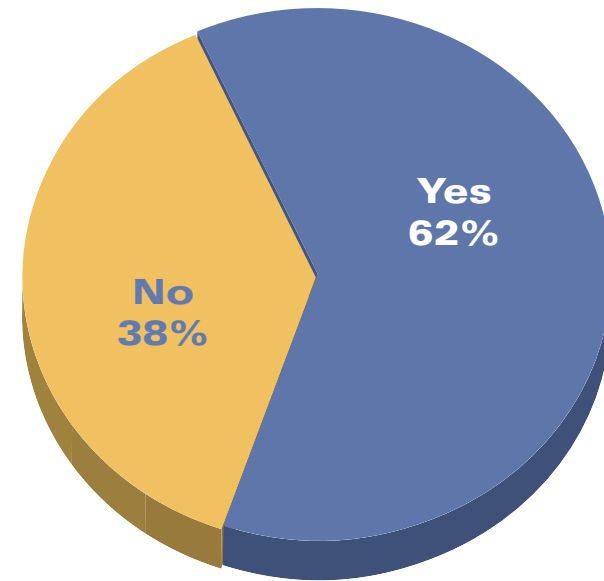
HELPFUL ONLINE RESOURCES

90% Agree that the online resources are helpful.*



USE FROM NON-WORK LOCATION

62% 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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