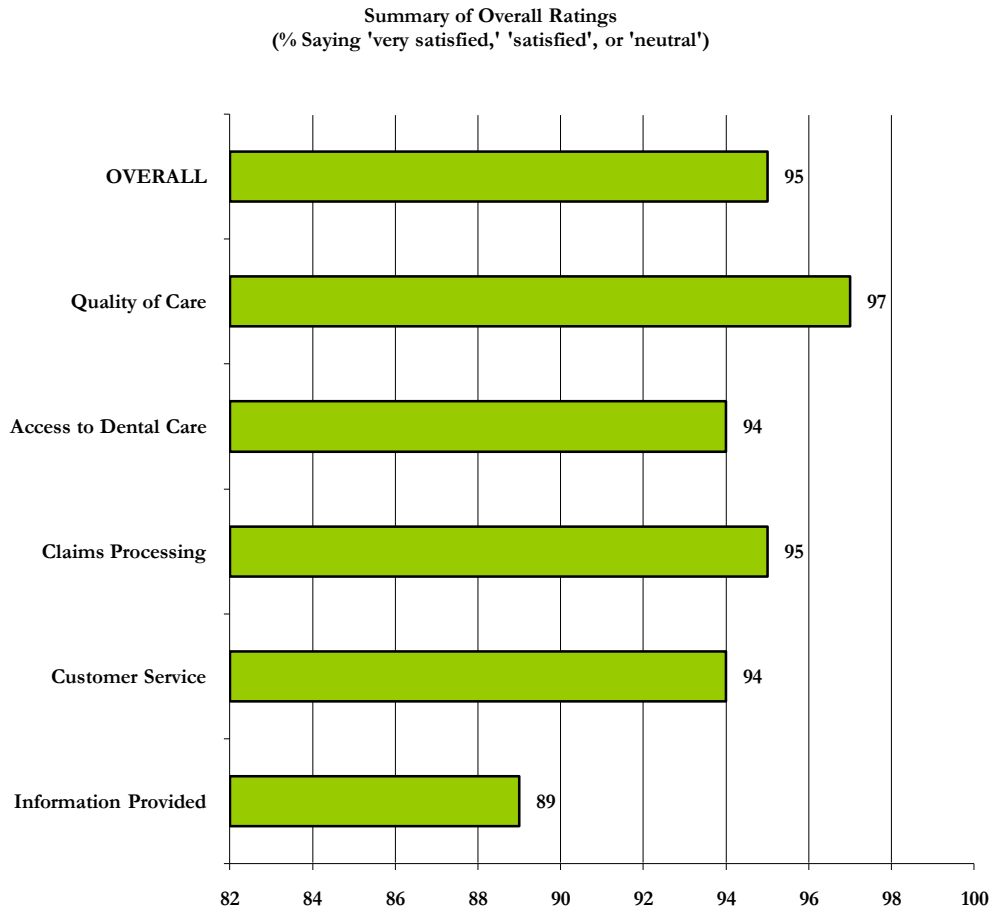




MEMBER SATISFACTION SURVEY - 2009

Shown below are overall satisfaction levels for six different plan attributes. The percentages of satisfied members are calculated by combining responses to the top three boxes on the survey ('very satisfied,' 'satisfied' and 'neutral').



SOURCE: Brownstone Information Resources (December 2009)