Member Satisfaction Survey

- **OVERALL**: 90%
- **Claims Processing Overall**: 98%
- **Promptness of Claim Processing**: 98%
- **Accuracy of Claims Processing**: 97%
- **Company Website Overall**: 98%
- **Current Plan**: 85%
- **Value of Program for Price Paid**: 81%

*Overall is defined as how likely members are to recommend Delta Dental to family and friends. Value is defined as Excellent, Very Good or Good.*