

Claims Service Metrics	<i>November 2009- March 2010</i>
Claims Processing Speed	.45 days
Claims Processed in 2 Business Days	98.7%
Claims Processing Accuracy	99.2%

Call Center Service Metrics	<i>November 2009- March 2010</i>
Call Hold Time	16 <u>seconds</u>
Call Abandon Rate	1.2%