

# Service and Satisfaction Report Card

## 2009 Data Show Strong Results

The results are in— The Nippon Life Benefits<sup>SM</sup> Customer Service and Satisfaction Survey for 2009 illustrates our continued commitment to providing our customers with value and the highest level of service.

SUBJECT	GOAL	2009 Results
Claim Payment: MEDICAL		
Timing	85% in 10 working days	92.0%
Quality	99% (financial)	99.9%
CLAIMS SERVICE UNIT		
Average Speed of Answer	15 seconds	5.3 seconds
Abandoned Calls	3%	1%
Customer Service Line Benefit Verification and Utilization Review Average Speed of Answer: Member	35 seconds	32 seconds

### EMPLOYER SURVEY -

Percentage of members who answered Strongly Agree or Agree	2008	2009
Overall satisfaction	96.2%	96.4%
Providing tools/info needed to enroll new employees	94.6%	93.8%
Easy to understand communications	93.8%	96.7%
Timely receipt of ID cards	95.7%	94.0%
Handling questions or processing transactions for the first time	94.0%	96.2%
Billing accuracy	94.8%	96.2%
Accuracy of contract booklets	96.7%	98.4%
Timely receipt of contract booklets	96.7%	91.3%

### EMPLOYEE SURVEY

	2008	2009
Overall satisfaction	90.6%	93.3%
Telephone calls answered promptly	89.7%	93.8%
Claims processed correctly	87.1%	89.2%
Claims processed timely	89.1%	91.4%
English customer service line	91.2%	96.1%
Service received was courteous and caring	92.6%	96.2%
Knowledgeable and professional staff	90.8%	94.2%

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