

DENTAL PLAN PARTICIPANT - IN-NETWORK -

National PPO		TNPS	TNPS	TNPS	TNPS	TNPS	TNPS
		2017-04°	2018-01°	2018-02°	2018-03°	2018-04°	Total 2018°
SAMPLE SIZE		1019^^*	1036^^*	1070^^*	1068^^*	1070^^*	4244^^*
NET PROMOTER SCORE		35	33	31	34	38	34
- PROMOTERS		54%	51%	51%	54%	56%	53%
10		42%	39%	39%	43%	45%	42%
9		12%	12%	12%	11%	11%	12%
- PASSIVES		27%	30%	28%	26%	25%	27%
8		17%	21%	19%	18%	18%	19%
7		10%	9%	8%	9%	7%	8%
- DETRACTORS		19%	19%	21%	20%	19%	20%
6		3%	4%	4%	4%	3%	4%
5		13%	11%	13%	10%	11%	11%
4		1%	1%	1%	1%	1%	1%
3		0%	0%	1%	1%	1%	1%
2		0%	1%	0%	1%	1%	1%
1		0%	0%	0%	1%	1%	0%
0		1%	1%	1%	1%	1%	1%
SAMPLE SIZE			1036*	1070*	1068*	1070*	4244*
OVERALL PDP							
- VERY SATISFIED			57%	58%	56%	56%	57%
- SATISFIED			41%	39%	40%	41%	40%
- DISSATISFIED			3%	3%	4%	4%	3%

^^ Note: Starting in Jan '17, the Net Promoter Score switched to Transaction Net Promoter Score. The base is Transaction Net Promoter Score responses ONLY.

* Note: Starting in Oct '16, the sample size for the In-Network Transaction Net Promoter Score increased from 50 to 356.

° Note: Starting in Jan '18, results are based on interviews conducted within the calendar month.

All questions are based on those answering the question.

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DENTAL PLAN PARTICIPANT - CLAIMS QUARTERLY SUMMARY SCORECARD

DENTAL PLAN PARTICIPANT - CLAIMS¹

National Claims	2018-01°	2018-02°	2018-03°	2018-04°	Total 2018°
SAMPLE SIZE	1161*	1200*	1197*	1201*	4759*
OVERALL CLAIMS					
- VERY SATISFIED	61%	60%	61%	61%	61%
- SATISFIED	35%	37%	35%	35%	35%
- DISSATISFIED	4%	4%	4%	5%	4%
TIME TO RECEIVE BENEFITS STATEMENT					
- VERY SATISFIED	55%	55%	56%	54%	55%
- SATISFIED	43%	42%	41%	43%	42%
- DISSATISFIED	3%	2%	4%	3%	3%
ACCURACY OF PAYMENT					
- VERY SATISFIED	48%	50%	52%	47%	49%
- SATISFIED	47%	43%	42%	45%	44%
- DISSATISFIED	5%	7%	6%	8%	6%
ACCURACY OF EOB					
- VERY SATISFIED	66%	70%	69%	66%	68%
- SATISFIED	33%	29%	31%	33%	32%
- DISSATISFIED	1%	1%	1%	1%	1%
CLARITY OF EOB					
- VERY SATISFIED	53%	48%	52%	49%	51%
- SATISFIED	43%	48%	43%	45%	45%
- DISSATISFIED	4%	4%	5%	6%	5%

¹ Data based on In and Out-of-Network weighted results.

* Note: Starting in Oct '16, the monthly sample size for the In-Network Transaction Net Promoter Score increased from 50 to 356.

° Note: Starting in Jan '18, results are based on interviews conducted within the calendar month.

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