UA's 2000 Service Performance Record



1	Total Claim Transactions7,947,887Med-Supp Claim Checks Issued2,135,295
2	Policies Issued •••••• 221,343
3	Customer Telephone Calls Handled •••••• 1,197,926
4	Telephone Answer Time 92% (for all customer calls) answered in first 30 seconds
5	Average Prescription Savings on Partners ••• 24.97%* *As of 12/00
6	Turnaround Time Claims Processed 3.29 Med-Supp Policies Issued 3.29 All Policies Issued 4.21 Itrnaround Times at Press Time 5.19