## **UA's 2001 Service Performance Record**

Total Claim Transactions 9,426,720 Med-Supp Claim Checks Issued 3,168,734

Customer Telephone Calls Handled 1,363,008

Telephone Answer Time

(for all customer calls)

90% answered in first 30 seconds

Average Prescription Savings on Partners

26.29%\* \*As of 12/01

**Turnaround Times** 

Med-Supp Claims Processed

Med-Supp Policies Issued

All Policies Issued

3.45 Calendar Days
4.59 Calendar Days
Calendar Calendar

All information was based on company records at press time.