UA's 2003 Service Performance Record



Total Claim Transactions 8,584,657

Med-Supp Claim Checks Issued 3,113,869

2

160,713

3

Customer Telephone
Calls Handled

1,251,856



Telephone Answer Time

(for all customer calls)



96% answered in first 30 seconds



Turnaround Times

Med-Supp Claims Processed

Med-Supp Policies Issued

All Policies Issued

All information was based on company records at press time.

2.8 Calendar Days

7.9 Calendar Days

11_9 Calendar Days