

# UA's 1999 Service Performance Record

PERFORMANCE

1.

**Total Claim Transactions** ..... ➔ **7,412,312**  
**Med-Supp Claim Checks Issued** ..... ➔ **2,052,521**

2.

**Policies Issued** ..... ➔ **184,491**

3.

**Customer Telephone  
Calls Handled** ..... ➔ **1,096,046**

4.

**Telephone Answer Time**  
**(for all customer calls)** ..... ➔ **96%**  
*Industry Standard: 80% answered in first 20 seconds.*      **answered in first 15 seconds**

5.

**Average Prescription Savings  
on Partners** ..... ➔ **20.93%\***  
*\*As of 11/99*

6.

**Turnaround Time**

- Claims Processed** ..... ➔ **3.56** Calendar Days
- Med-Supp Policies Issued** ..... ➔ **3.4** Calendar Days
- All Policies Issued** ..... ➔ **5.1** Calendar Days

*Turnaround Times at Press Time*