

# Satisfaction Survey

We regularly conduct Satisfaction Surveys and utilize our results to make constructive adjustments to our processes, protocols and user experiences. We make sure to get feedback from both clients and plan participants for a well-rounded view of our performance.



Through our recent **Employer Satisfaction Survey**, we learned the following:

**Overall, our clients are satisfied with Flex's products and service.**

**94%** of respondents indicated that they would recommend Flex to another employer.



- Overall Quality -

**94%** of respondents felt that our products performed at a great or satisfactory level.



- Usage Experience -

**88%** of respondents felt that our products performed at a great or satisfactory level.



- Service Experience -

**92%** of respondents felt that our products performed at a great or satisfactory level.



- Renewal Experience -

**89%** of respondents felt that our products performed at a great or satisfactory level.



Through our recent **Participant Satisfaction Survey**, we learned the following:

**Overall, our plan participants like what we do and would refer us forward.**



**Over 3/4** of respondents rated us 8 or higher (on a scale of 1-10)

of how likely it would be that they would refer us to a friend or colleague.

In fact, nearly half of these respondents rated us a **perfect 10**.



## Questions?

Contact us at 888-345-7990, Opton 4 or [fpsales@flexiblebenefit.com](mailto:fpsales@flexiblebenefit.com)