

Through our recent **Producer Satisfaction Survey**, we learned the following:
Overall, producers are satisfied with Flex's performance.



**- Overall -
Quality**

90% producers were satisfied, very satisfied or completely satisfied with Flex's overall performance.

"Flex is our most valued resource...and a must-have partner in the ever changing health insurance environment."



- David



**- Sales Consultant -
Effectiveness**

90% of producers were very or completely satisfied with the knowledge of the consultants.

"In all honesty, I cannot imagine navigating these current challenges of our industry without the partnership of Flex."



- Eileen



**- Service Specialist -
Effectiveness**

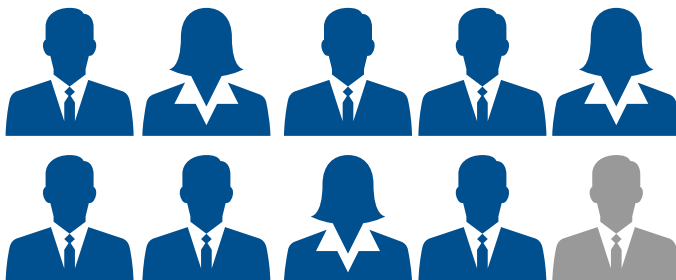
96% producers were satisfied, very satisfied or completely satisfied with the timeliness for service specialists to respond.

"I appreciate the service team's efforts to respond to our inquiries in a timely manner. I like that someone is always there to address our issues/needs."



- Caryn

- 9 out of 10 producers would recommend Flex to another producer -



"Flex has always striven to give me what I need to take care of my clients. I would happily recommend your agency to anyone."



- Judelon