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