

United Experience Survey



Improving the member experience with end-to-end **solutions**, delivered with **compassion** and prioritizing **relationships** over transactions

	Q3	YTD
Service Satisfaction	97.46%	97.38%
Post-Call Survey Count	2,728	7,906
Post-Call NPS score	86	86

“

The Advocate was extraordinary. She informed me of programs that I wasn't aware of such as the Rewards program. She was able to answer my questions very simply and easily. She was so cordial, pleasant and knowledgeable.

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~ Group Retiree Member

