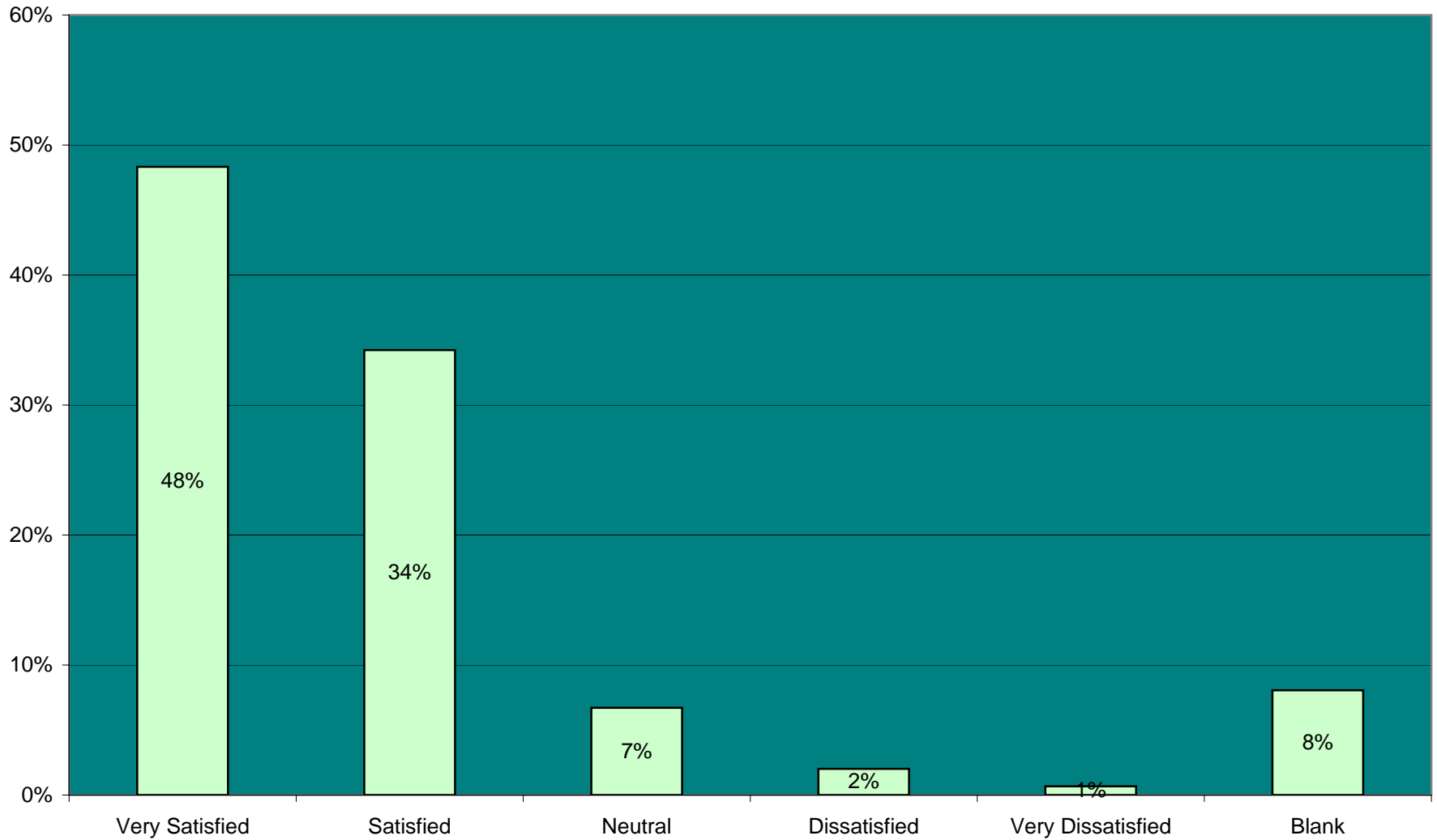
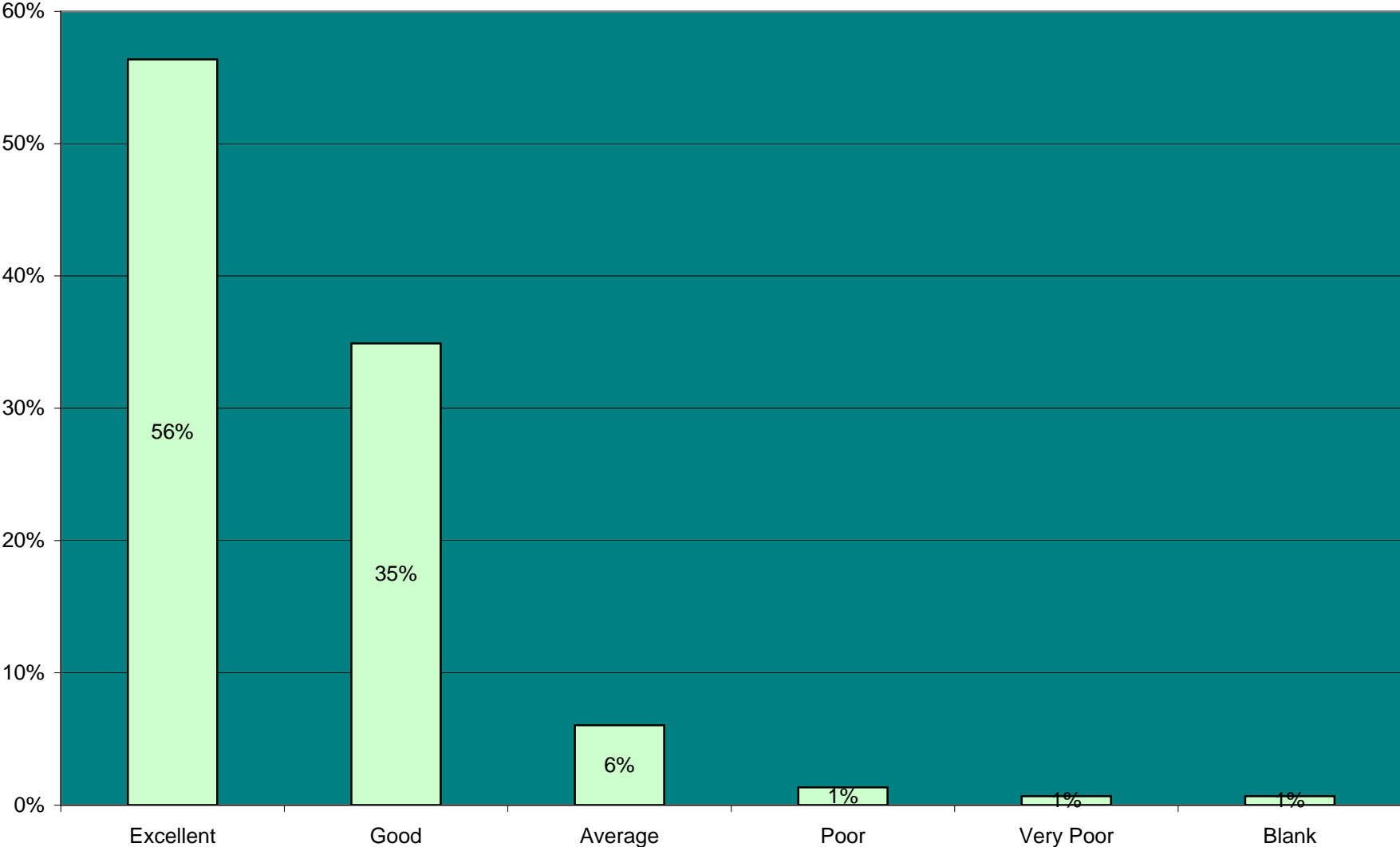


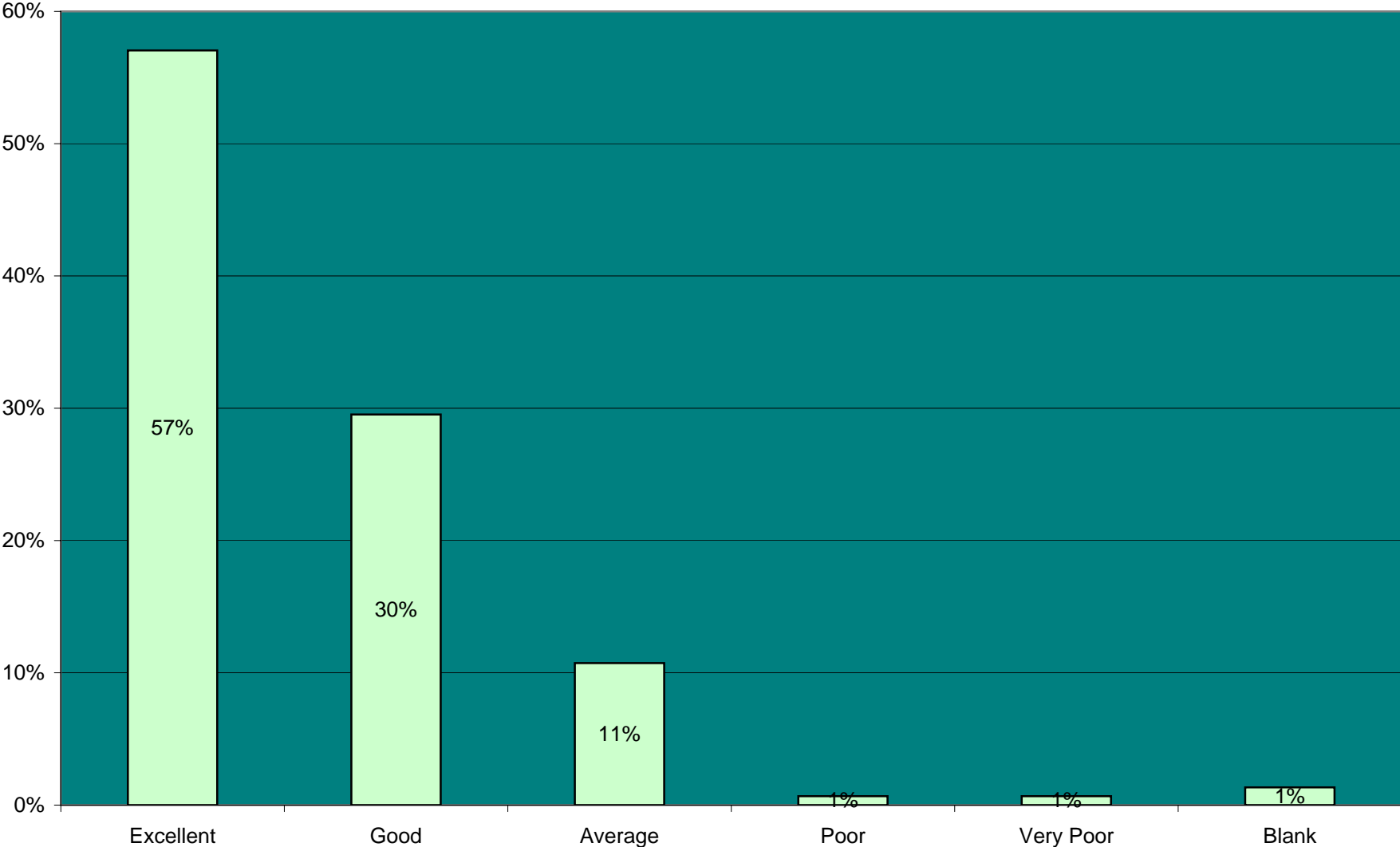
**How satisfied are you with the service that you receive from Flex Corp including billing, documents and amendments, reports, claims, customer service and enrollment?**



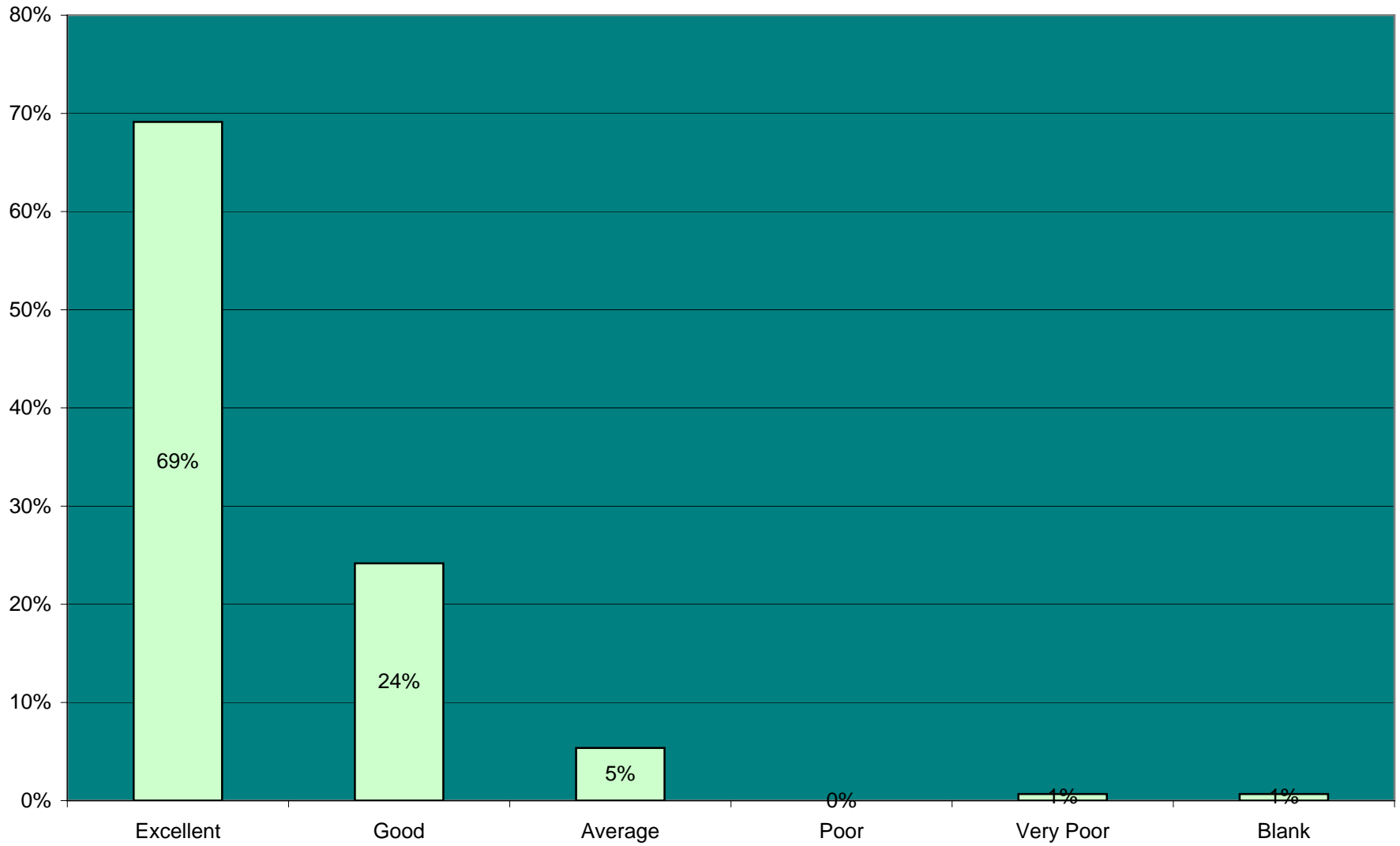
### Answering your calls quickly



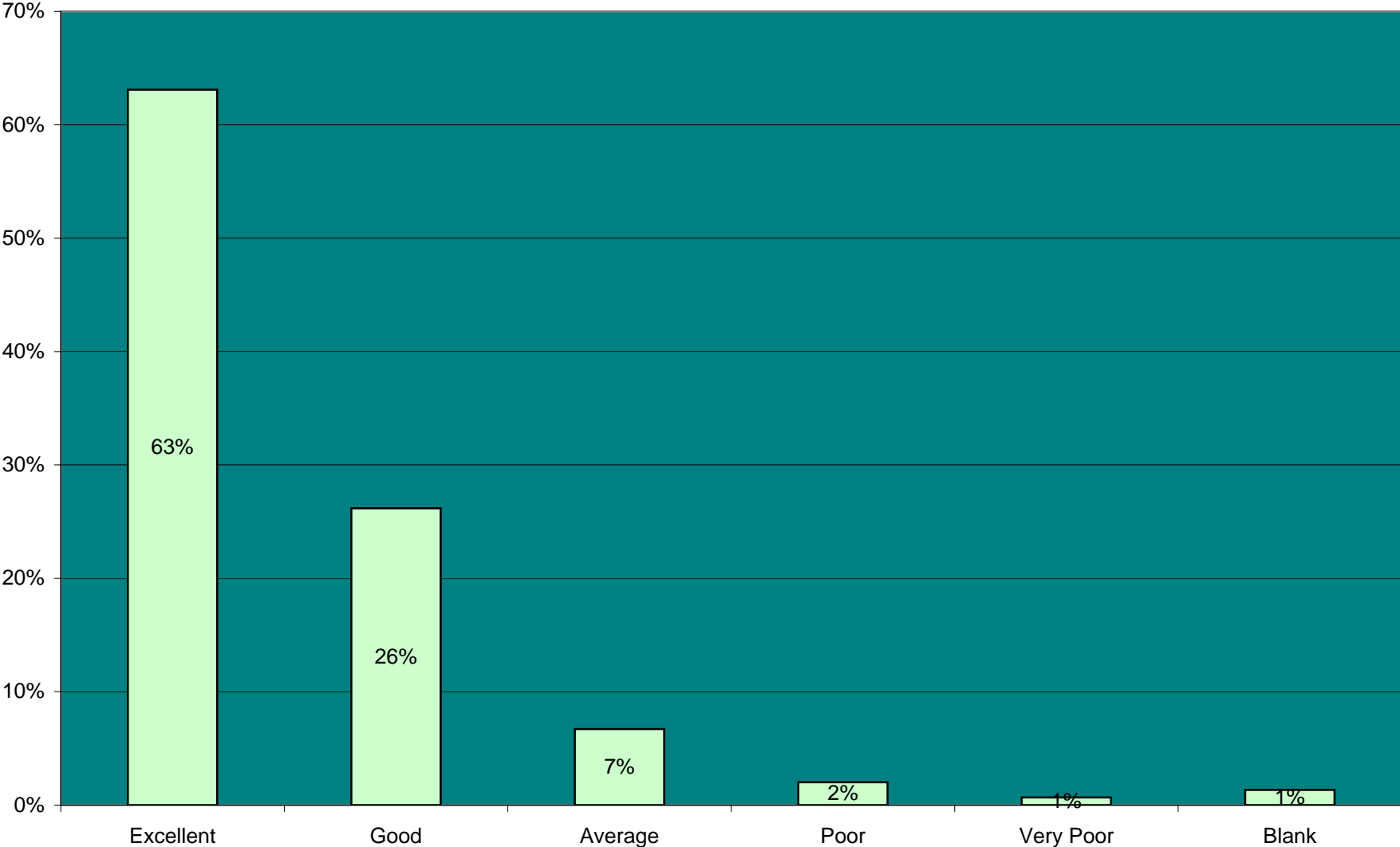
### Getting right person to help you



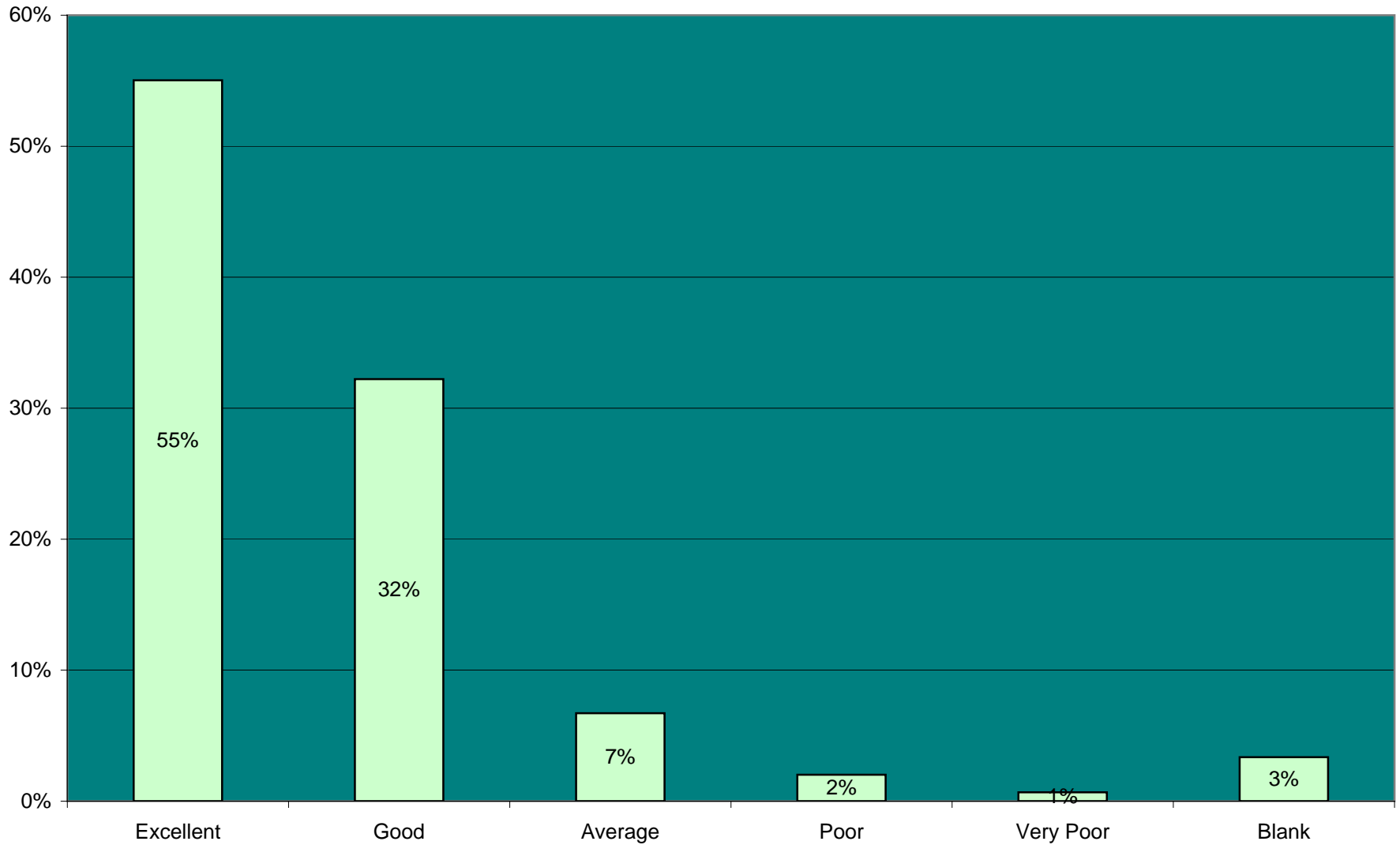
## Professionalism and courtesy



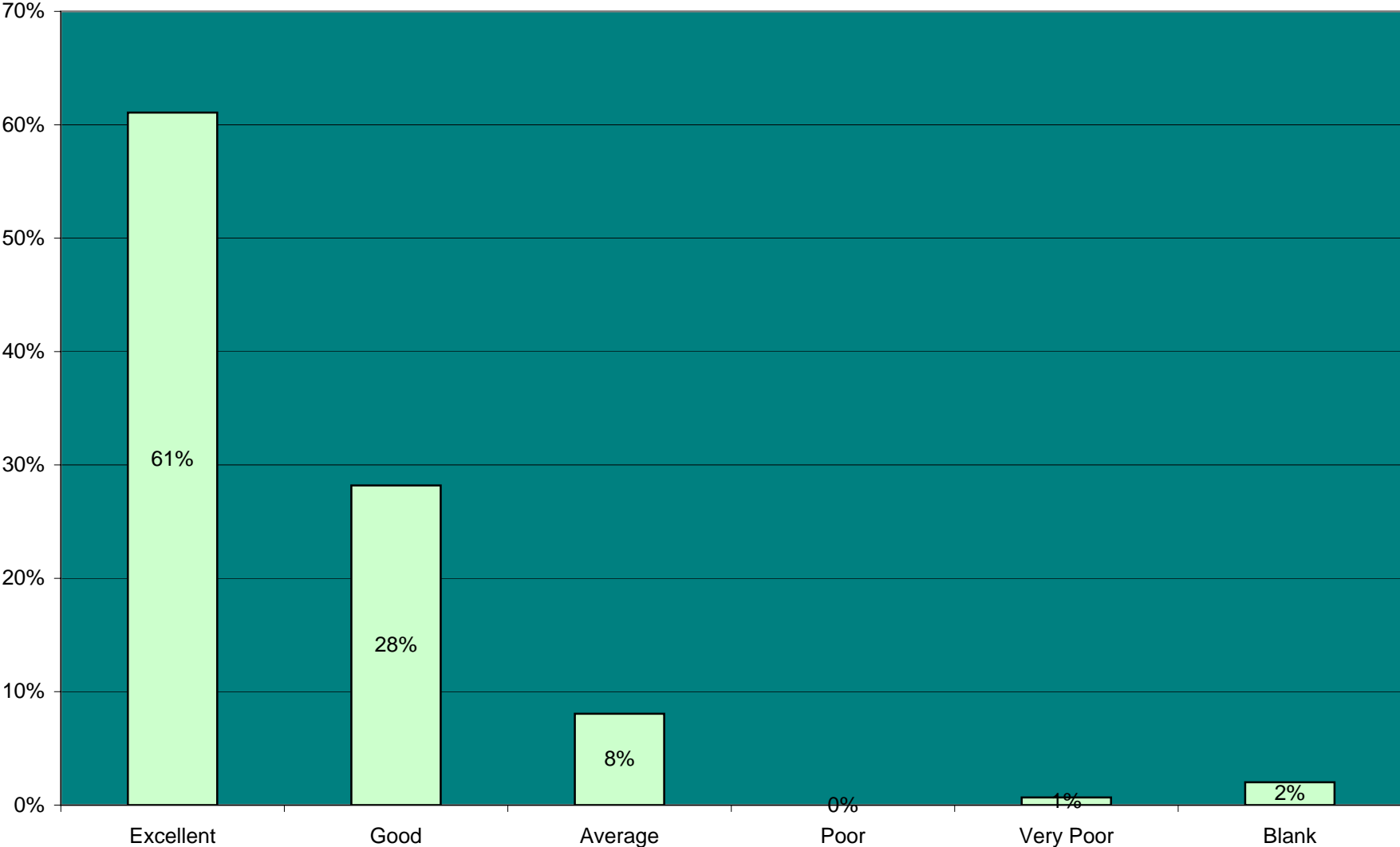
### Resolving your issue(s)



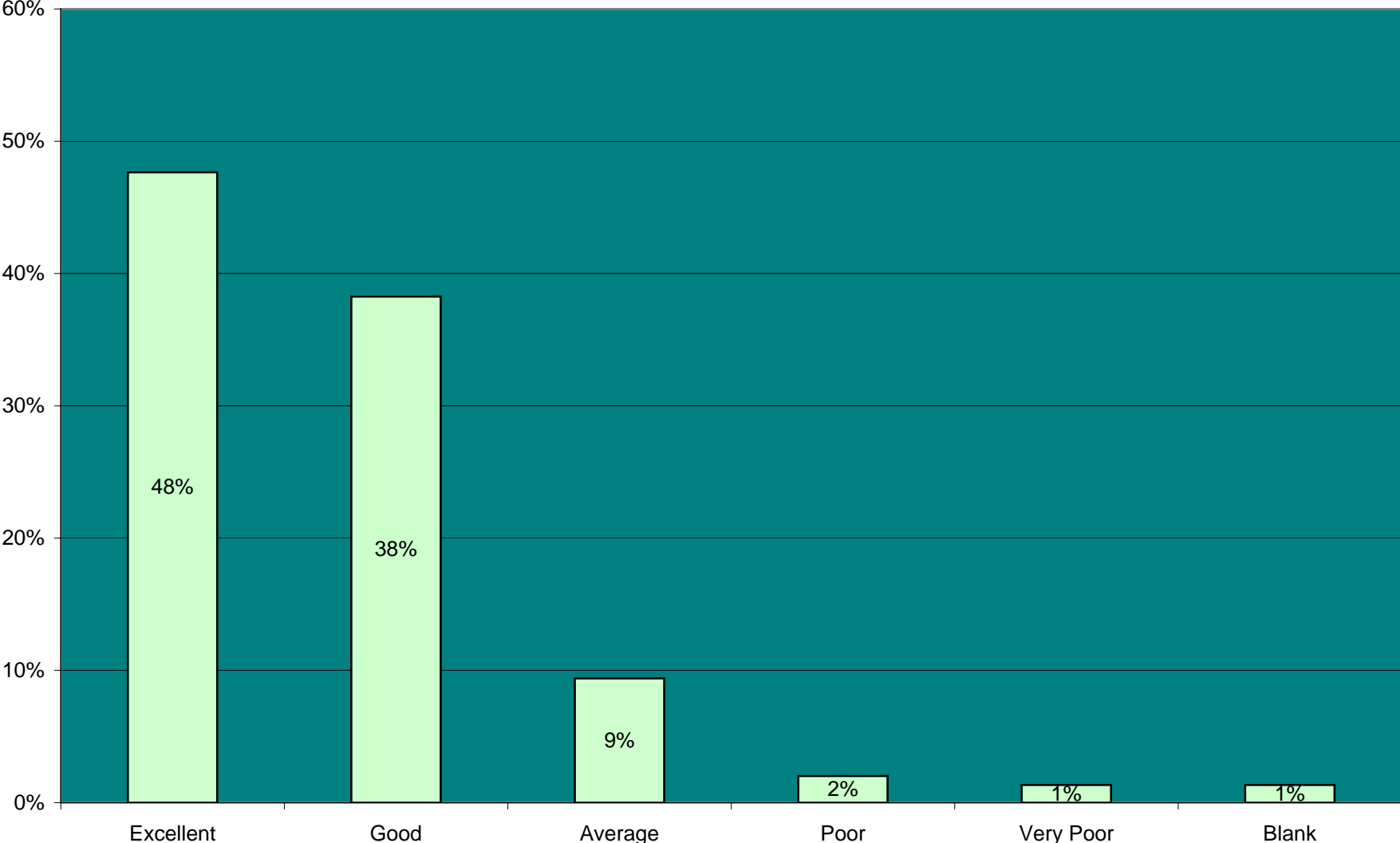
### Escalating issues when required



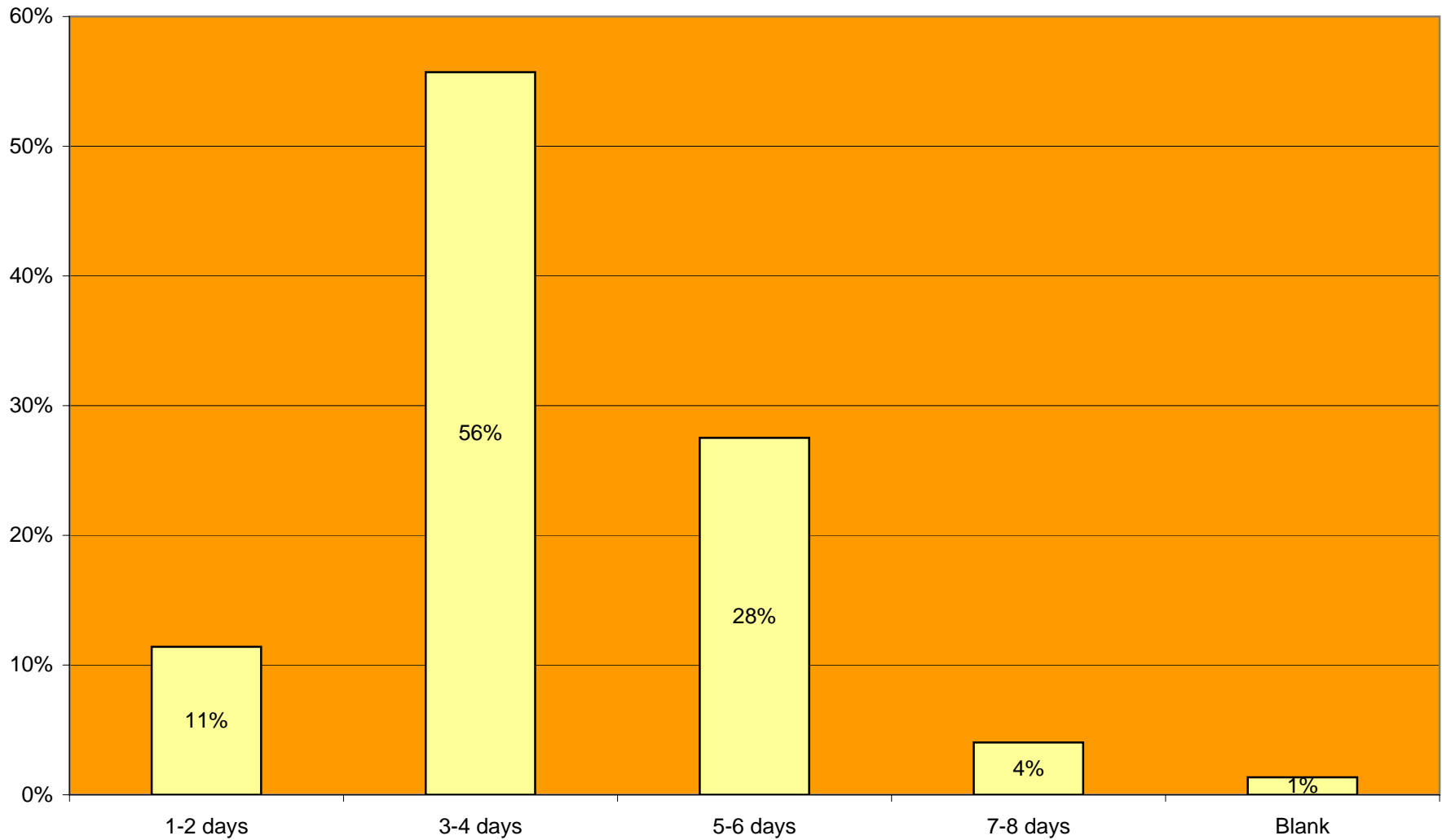
# Knowledgeable Representatives



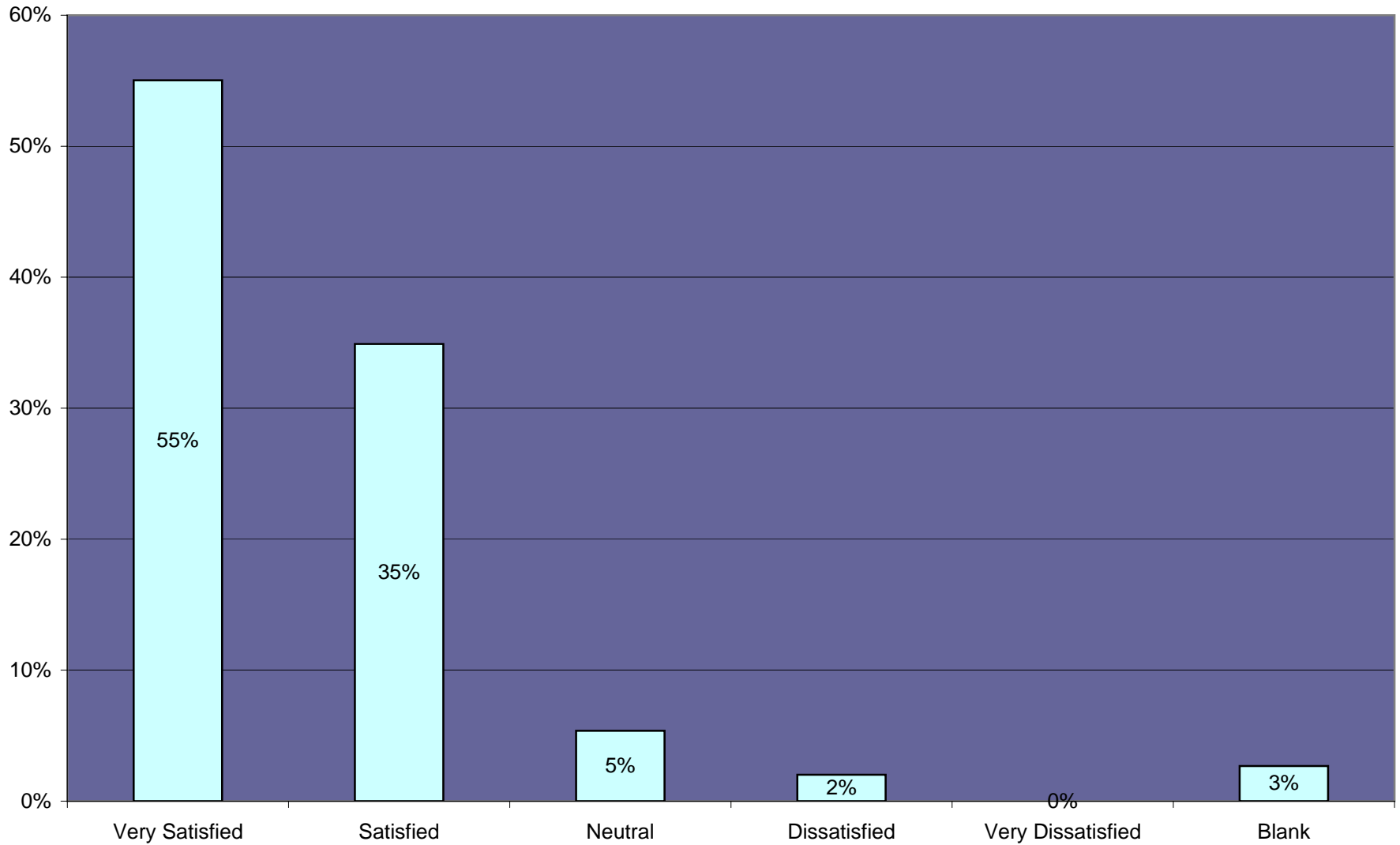
### Timely claims processing



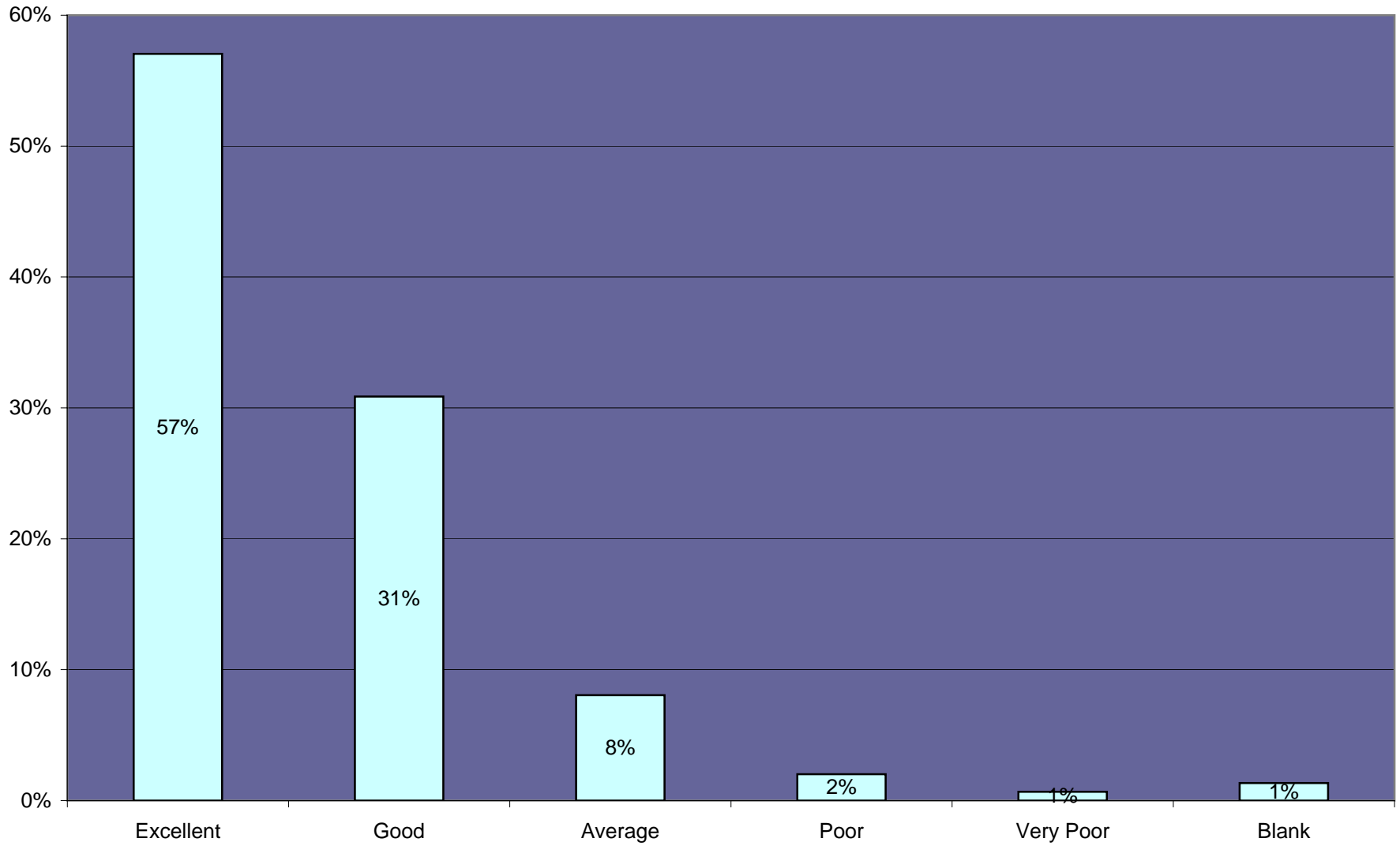
**In terms of number of days, and excluding any “mail” time, what do you consider “timely” claims processing?**



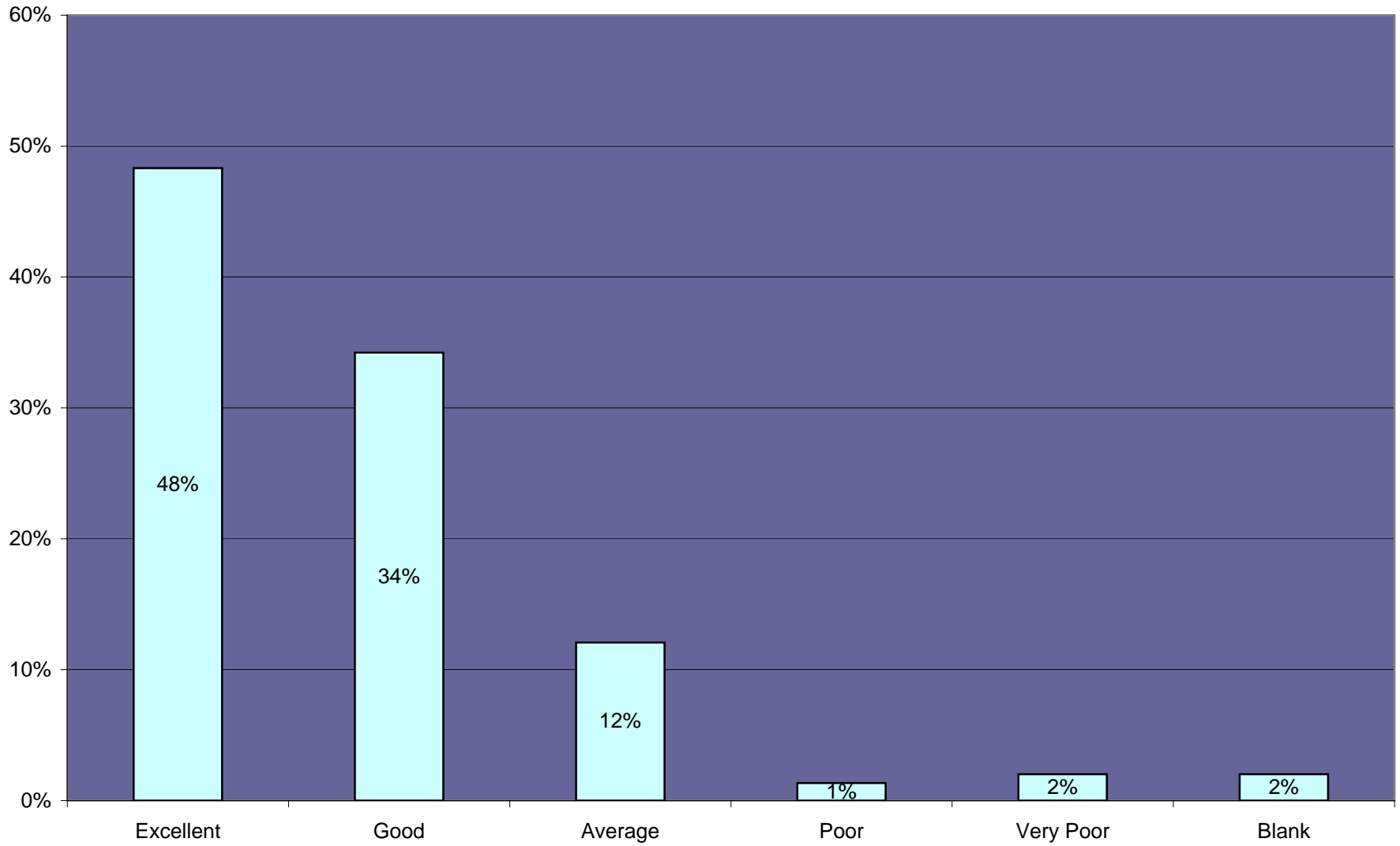
### How satisfied are you with the overall plan administration by Flex Corp?



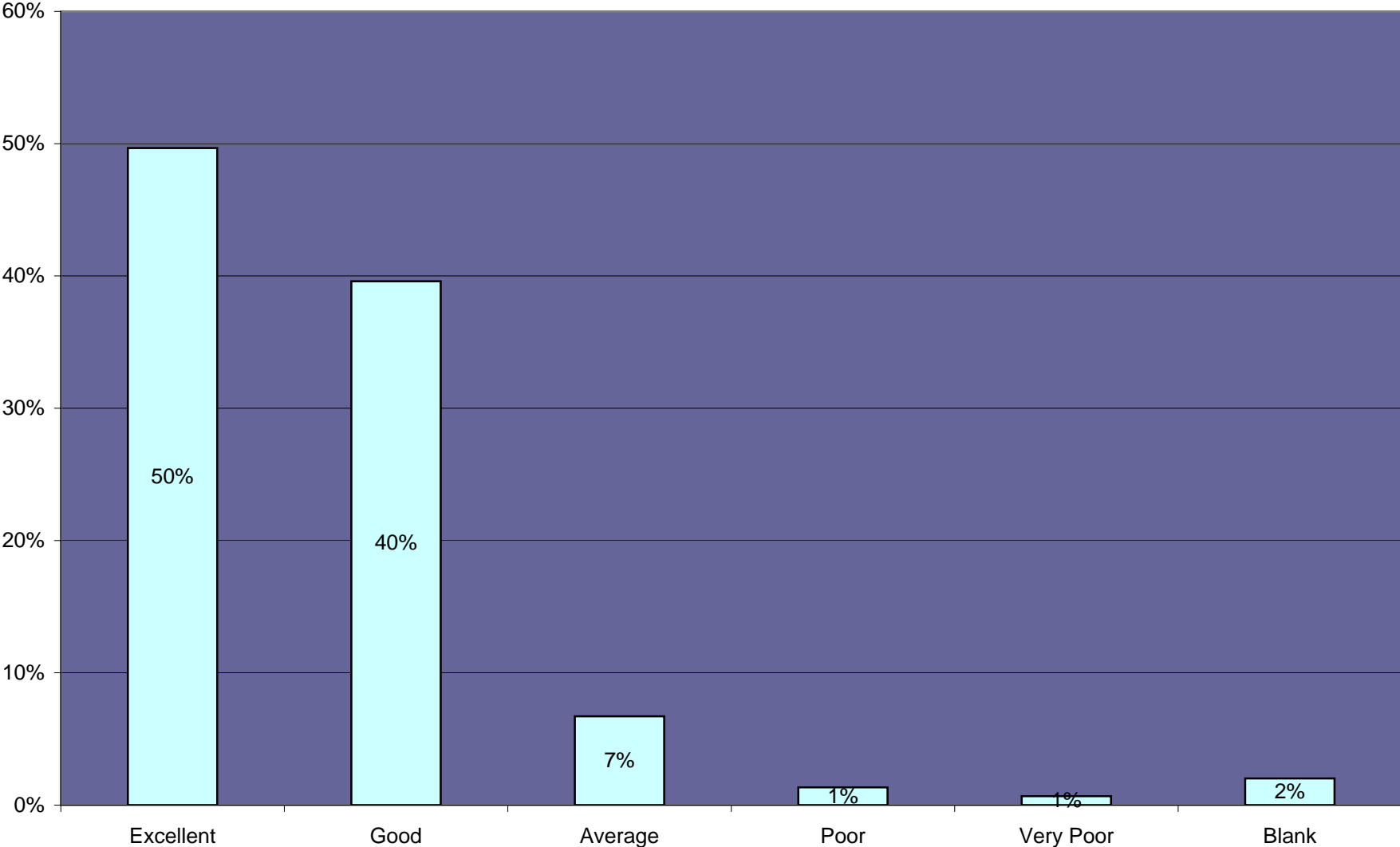
### Overall ease of doing business



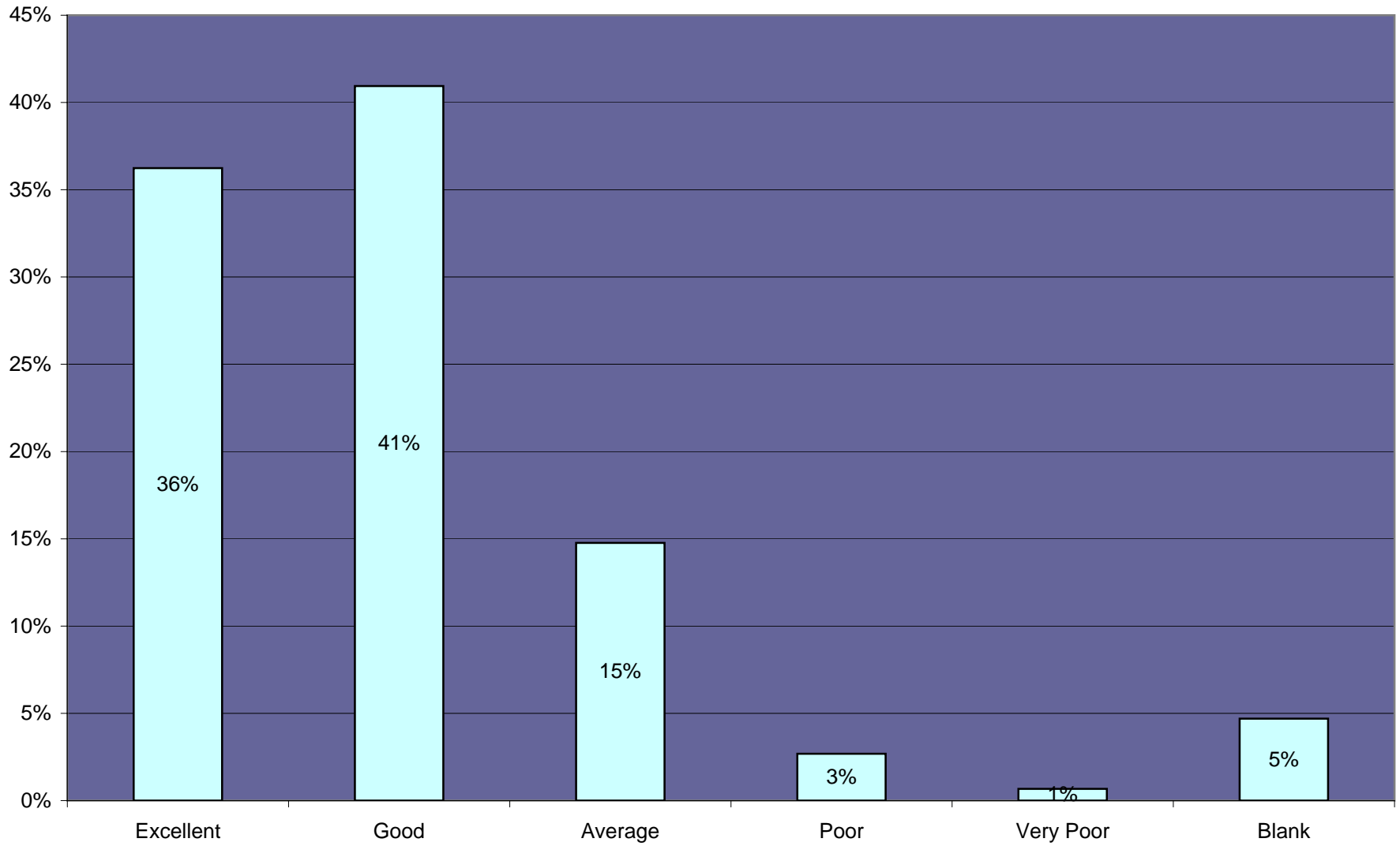
## Billing processes



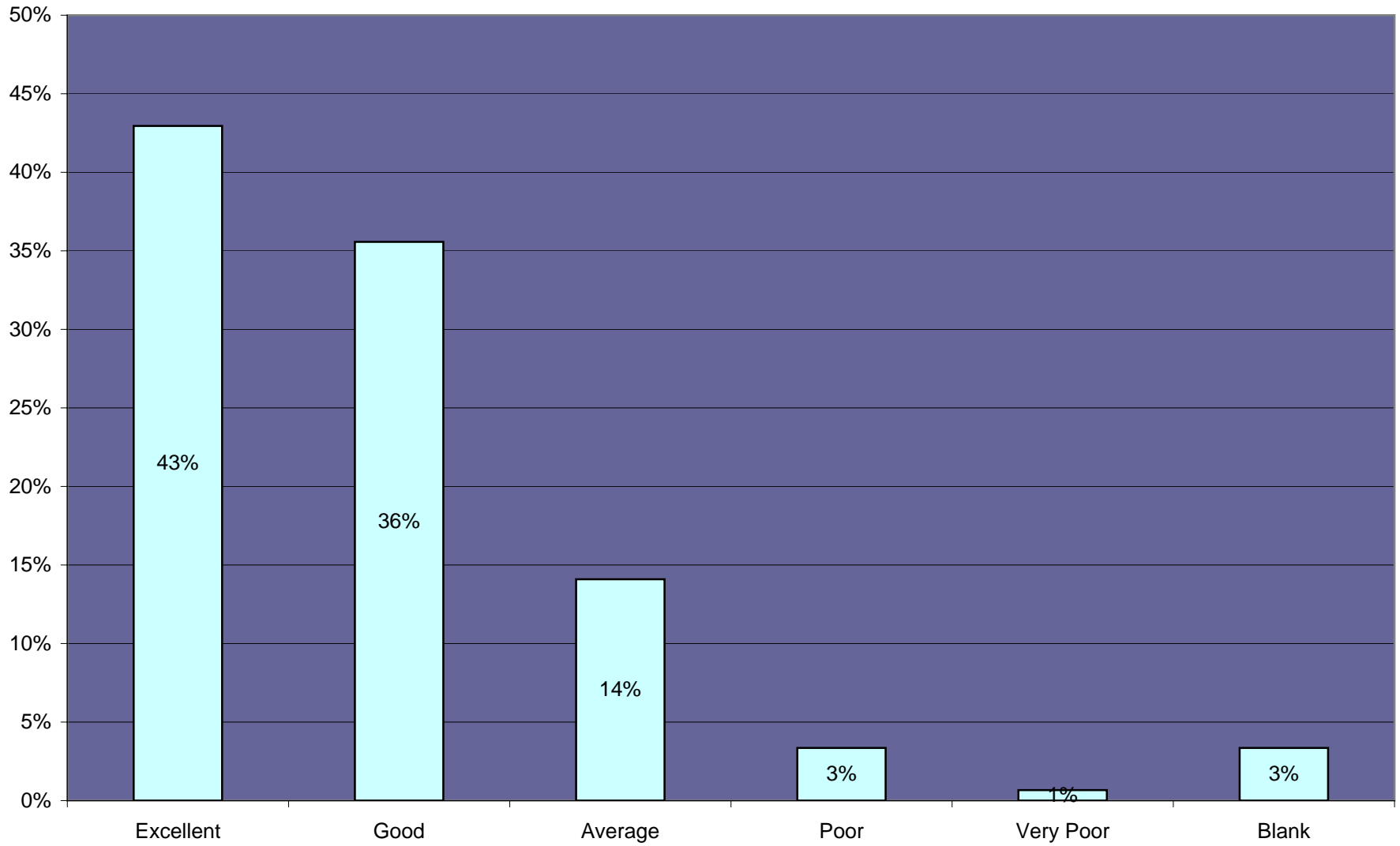
### Plan documentation / Amendments



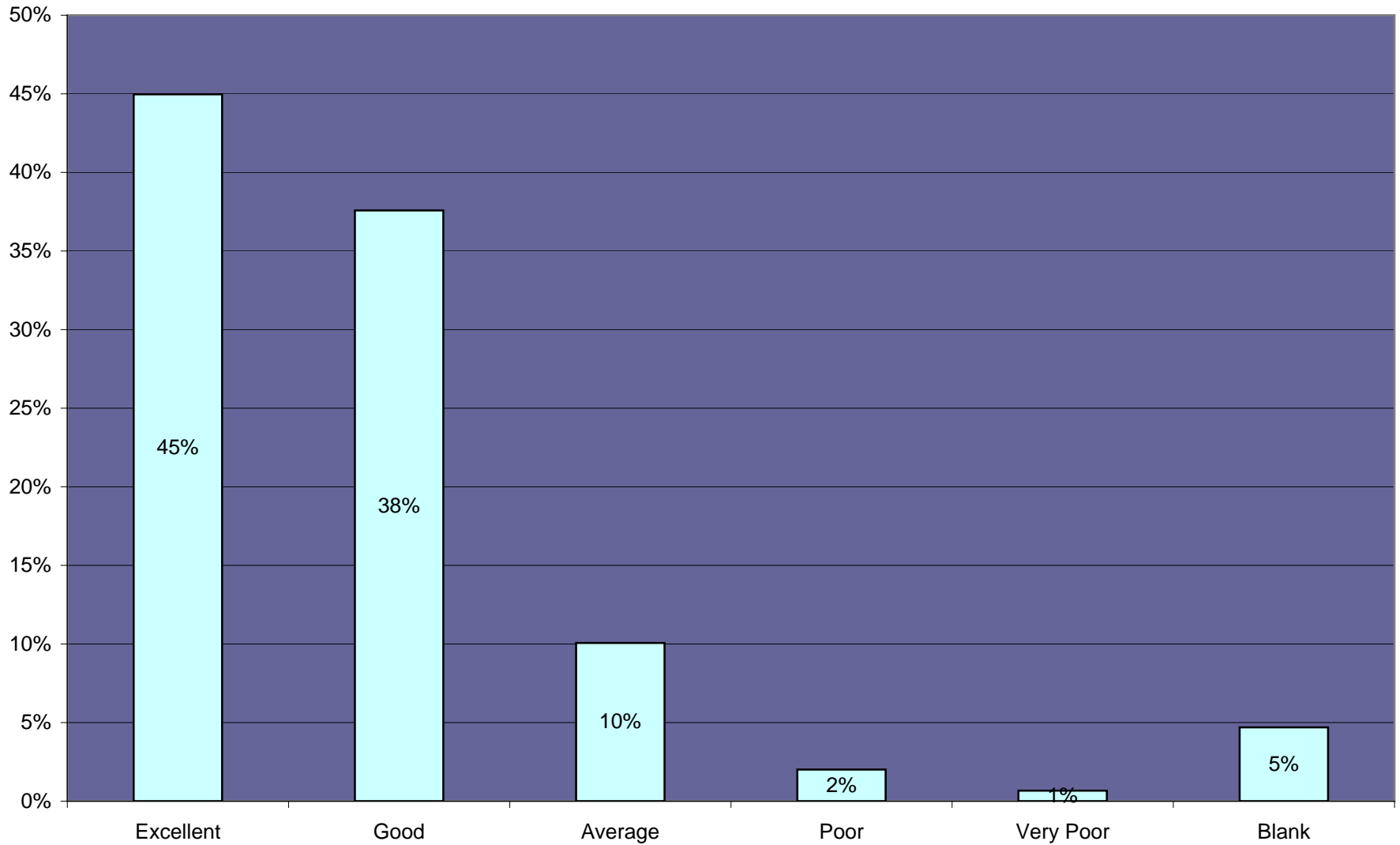
## Online services



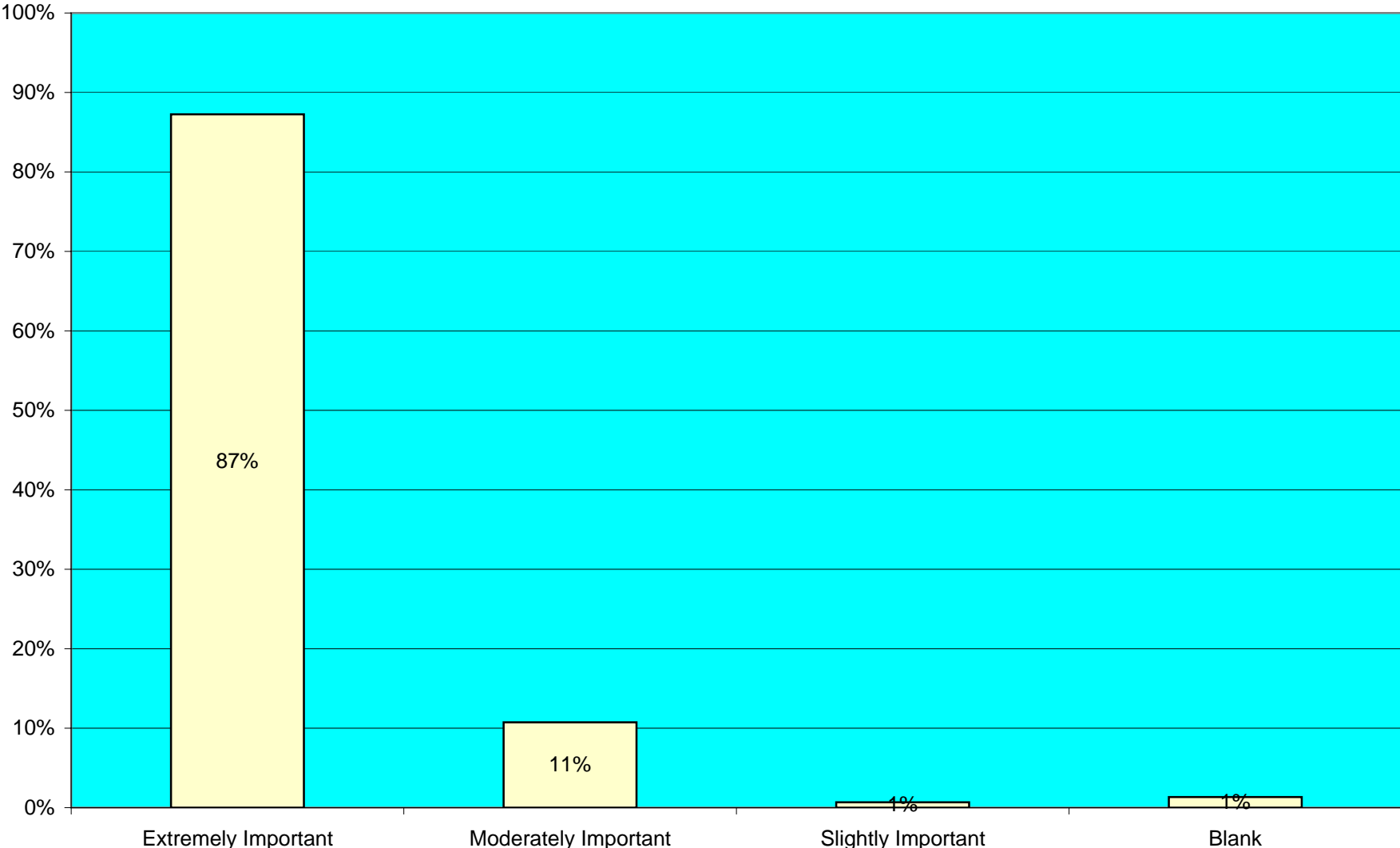
## Re-enrollment services



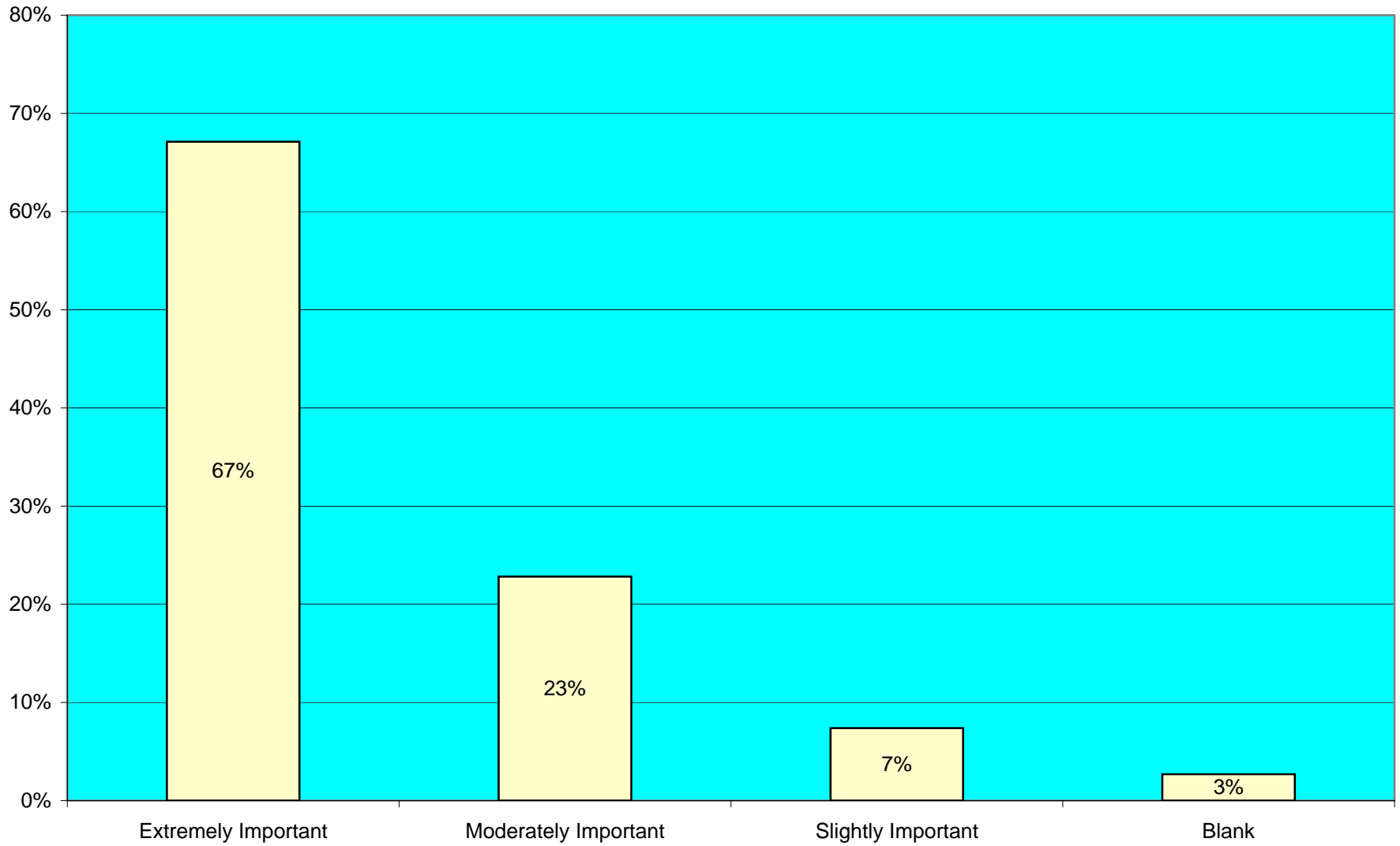
### Compliance notifications (i.e., Form 5500, quarterly statements, discrimination testing)



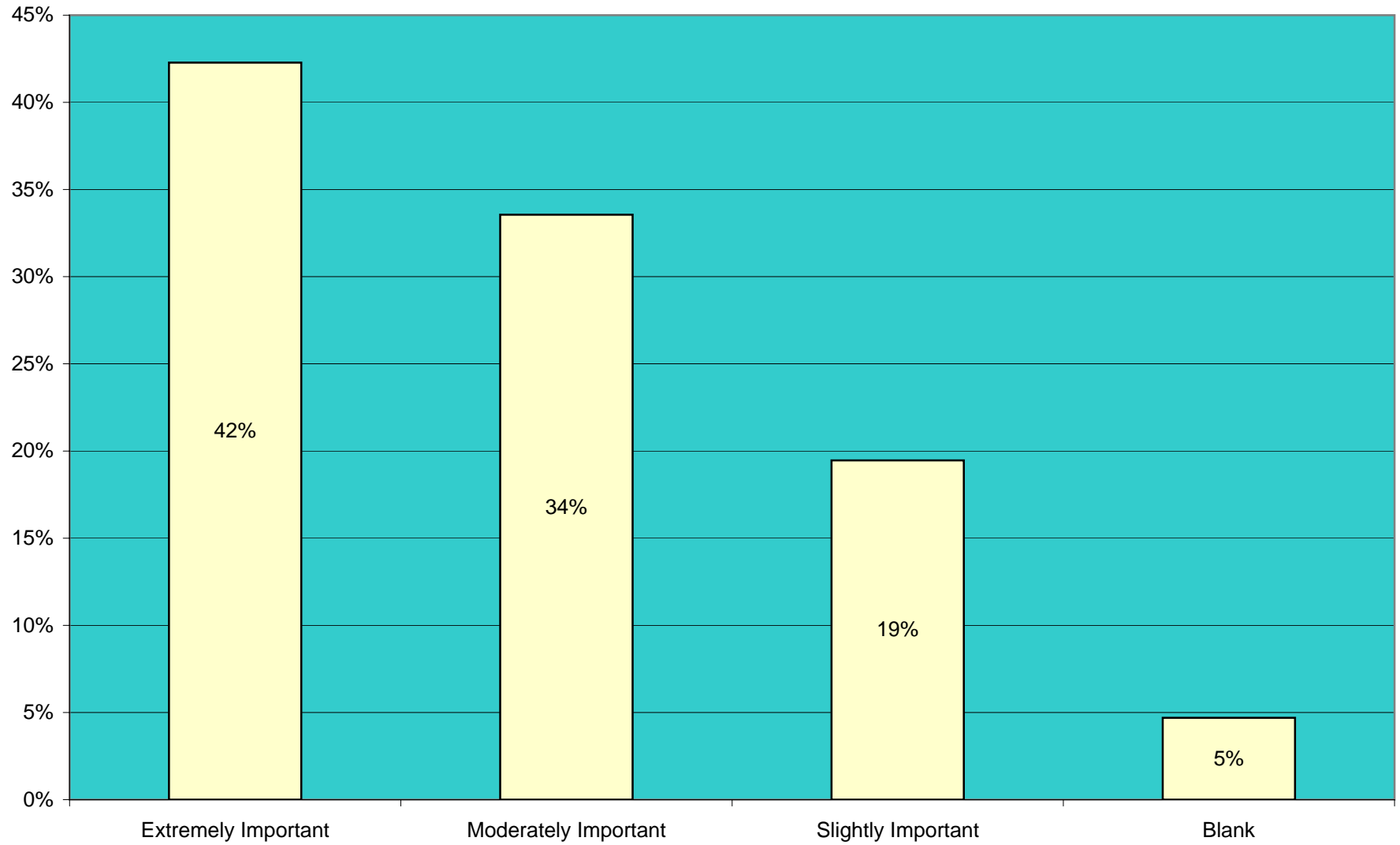
### Daily claims processing and distribution



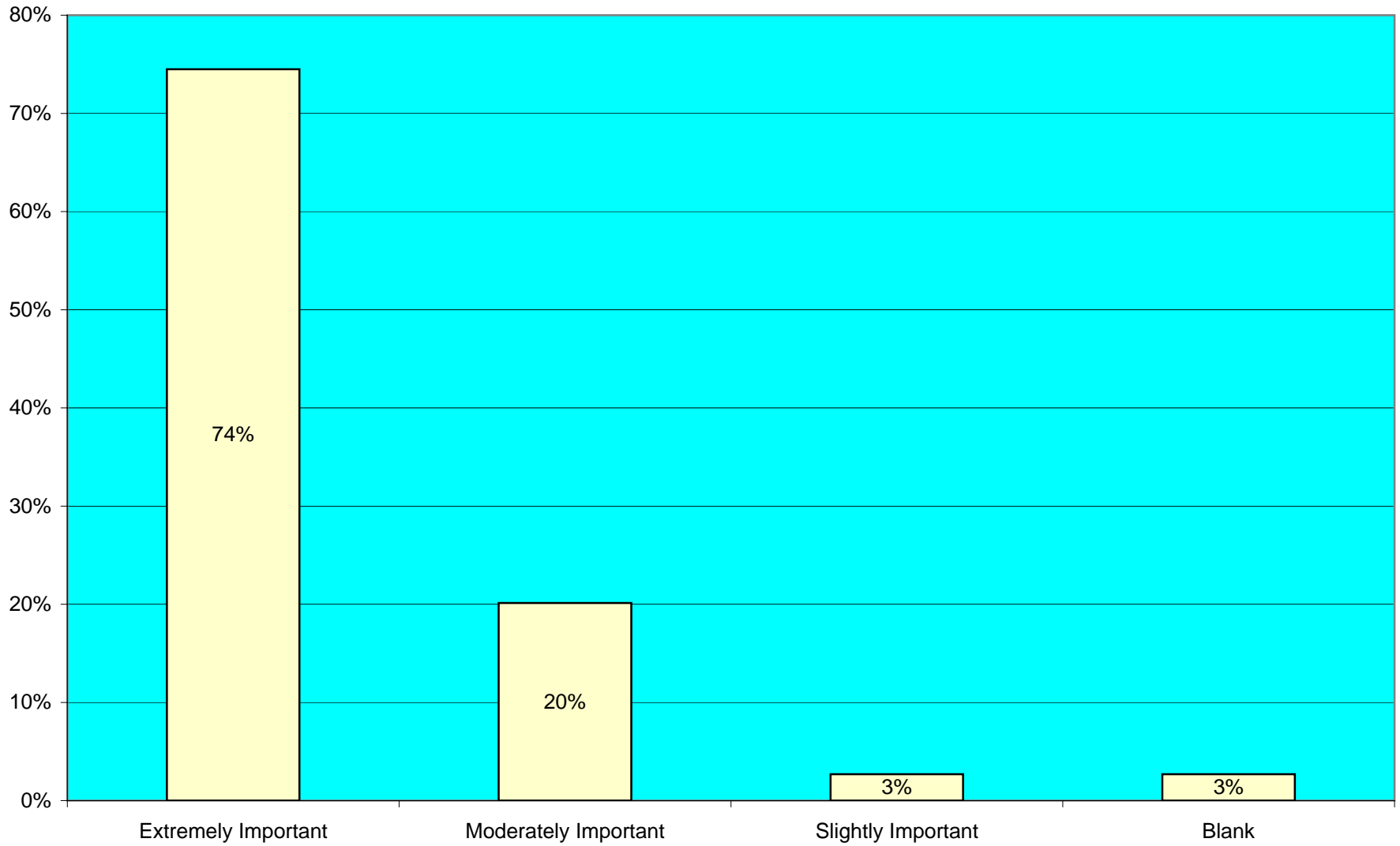
### Direct deposit of claims reimbursement



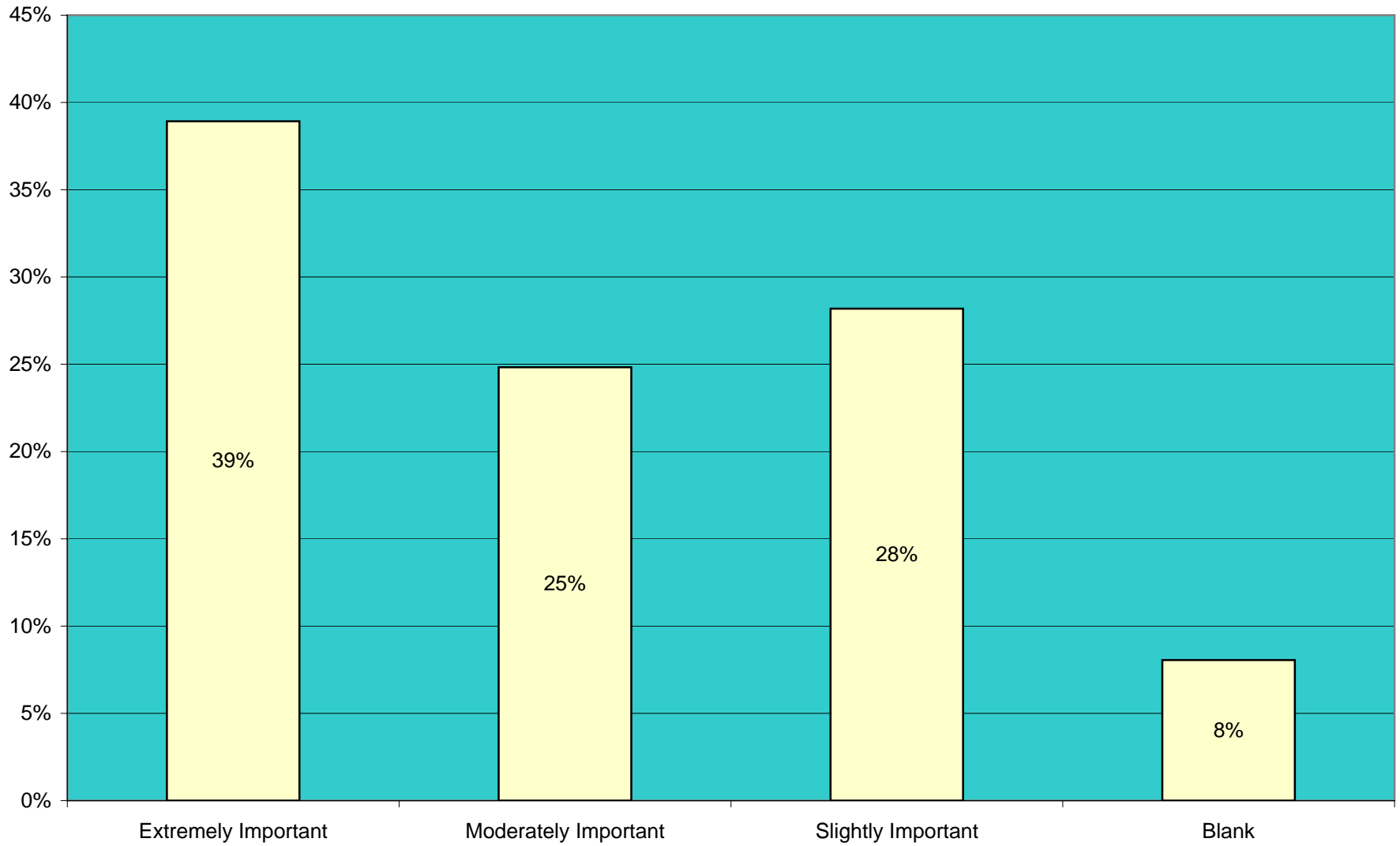
### Direct payment to day care providers



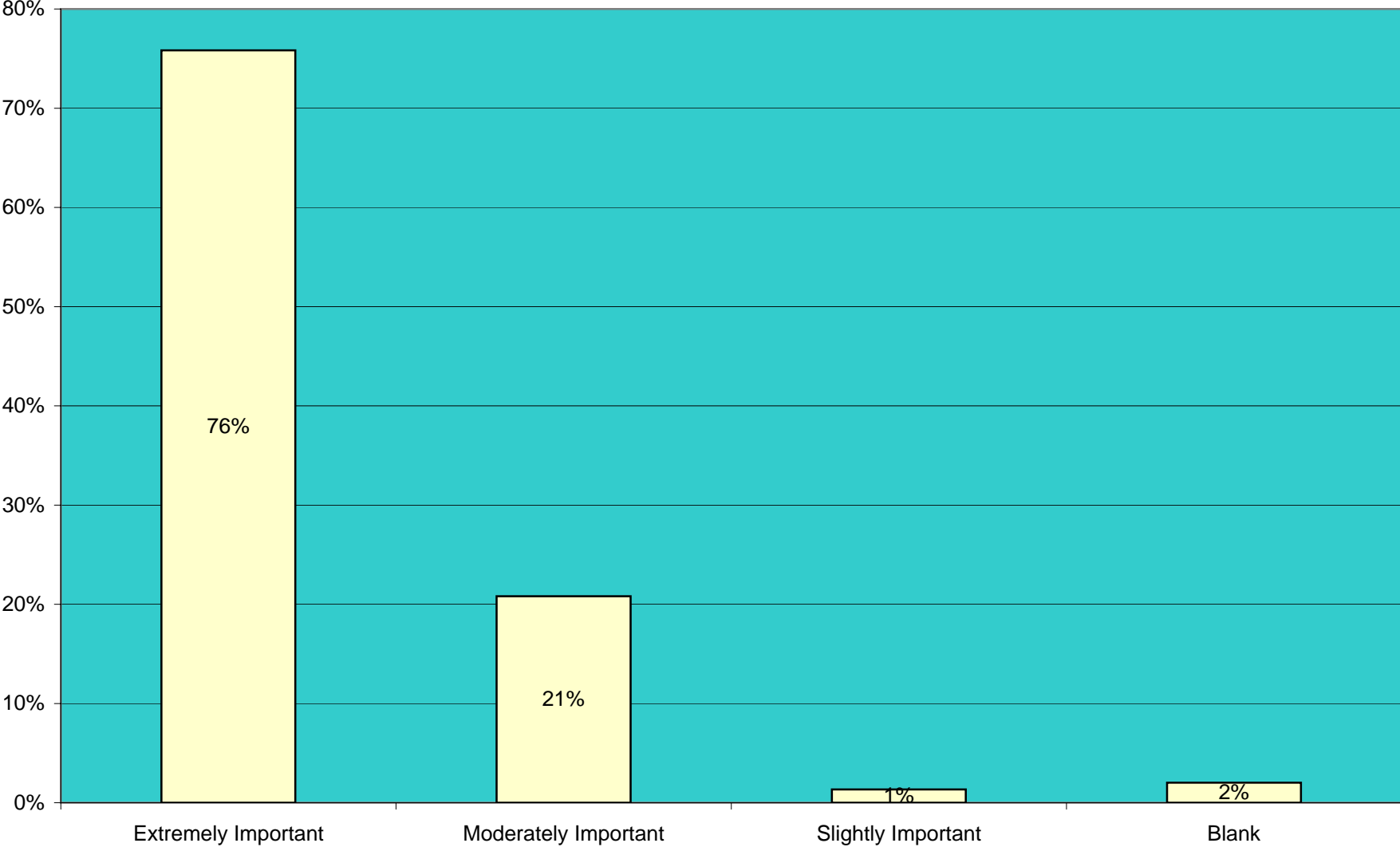
### Claims submission via Fax or Email



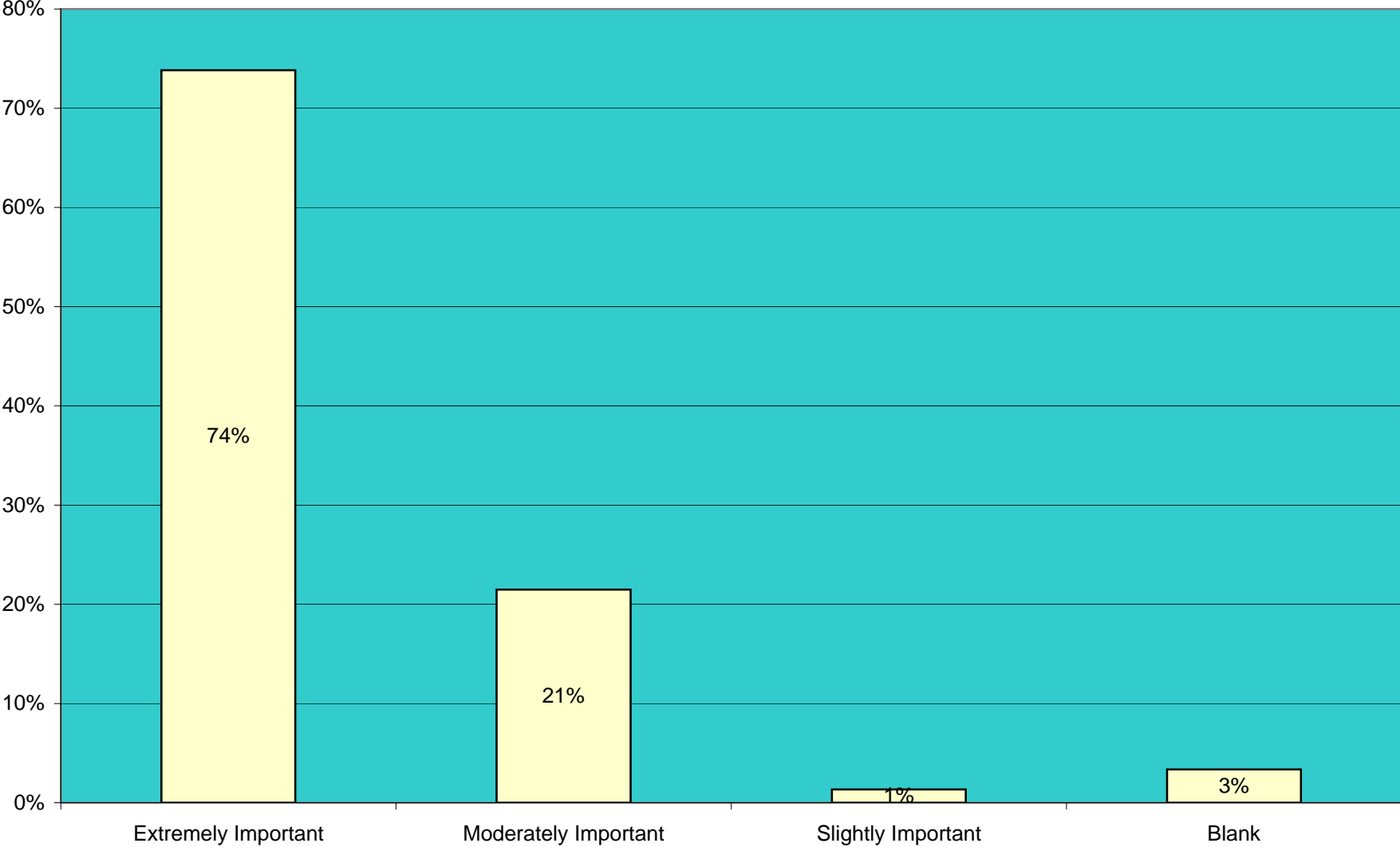
### Access to debit card for medical expenses



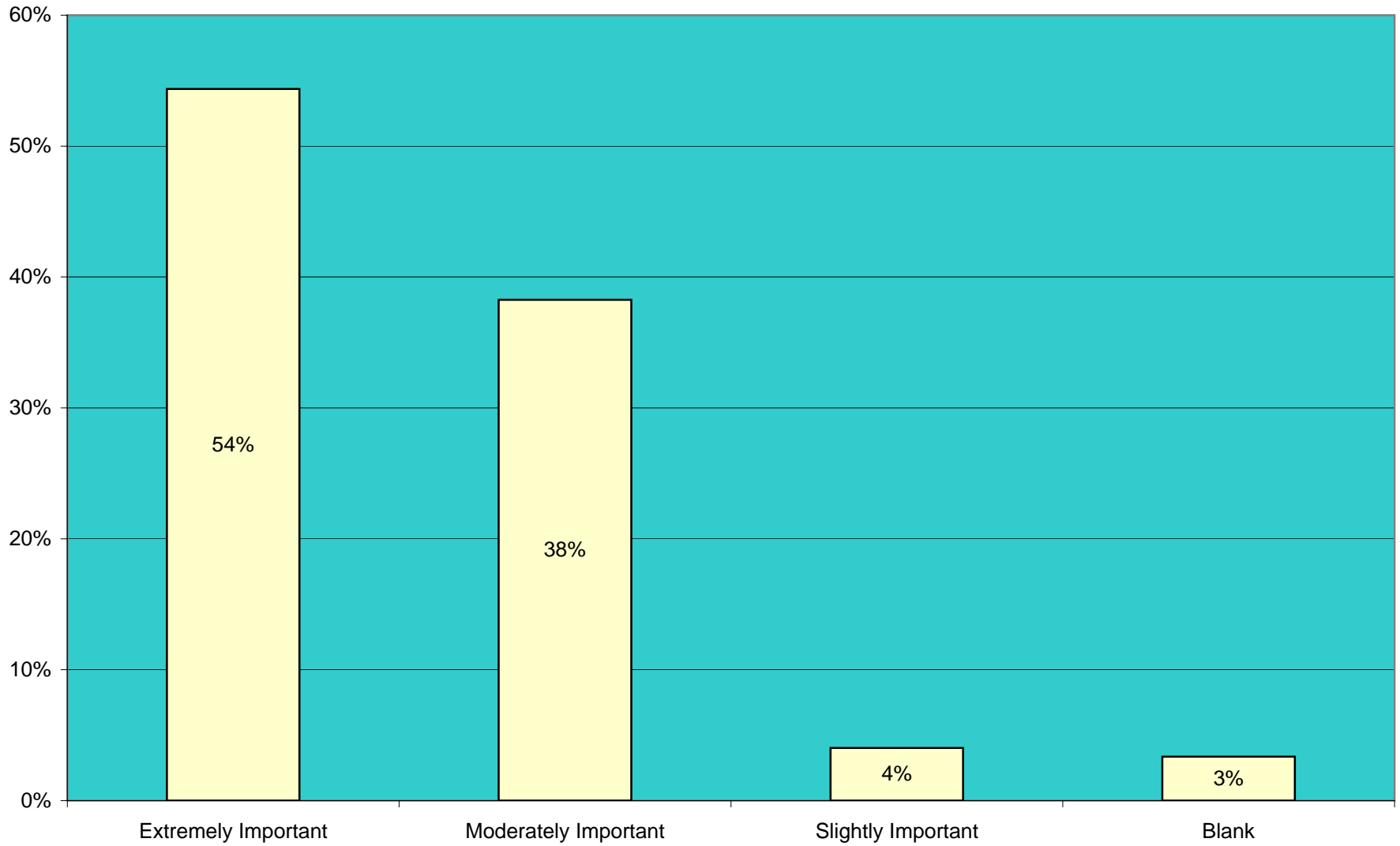
### Internet account inquiry and information



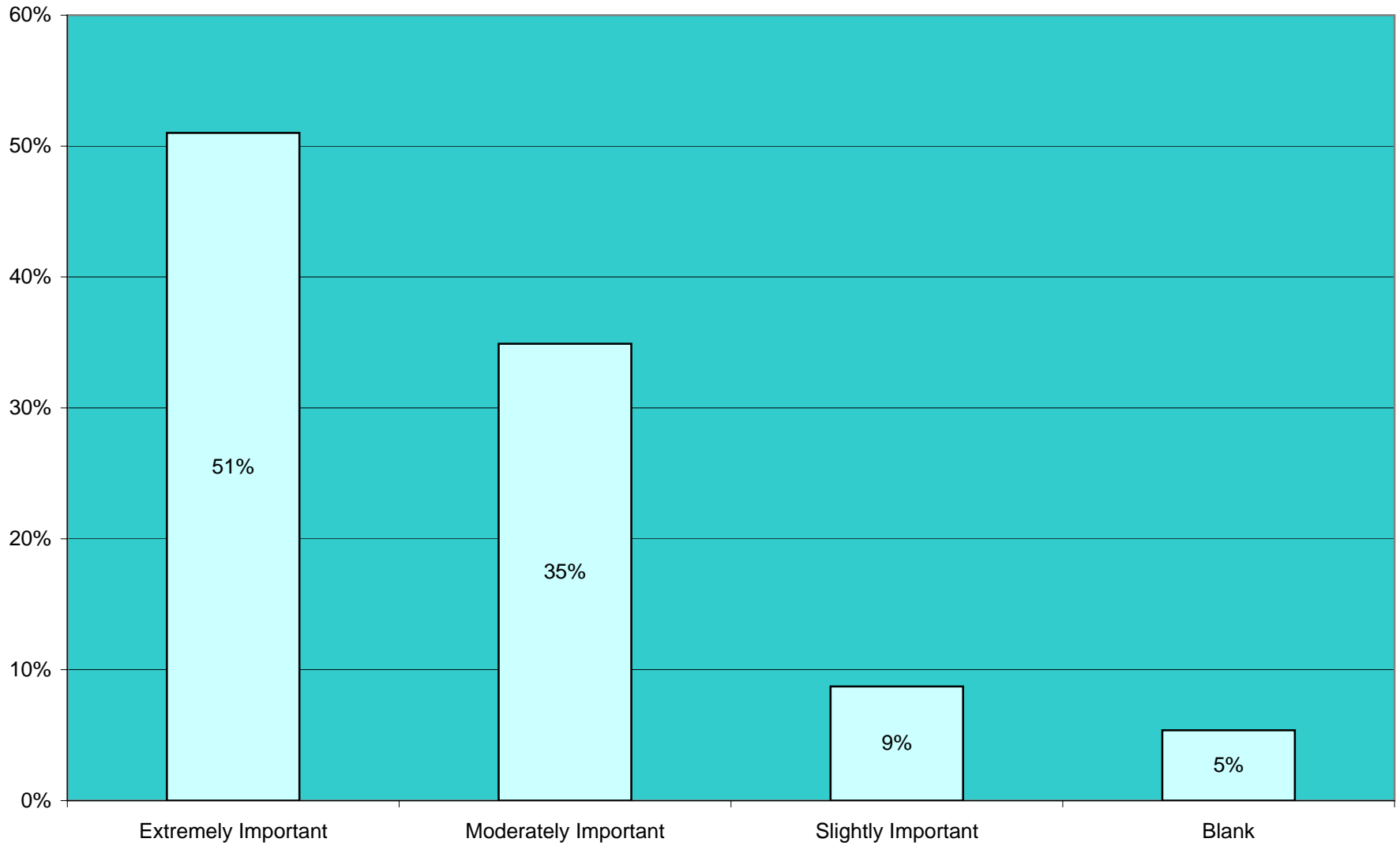
### Writable and downloadable forms for employees



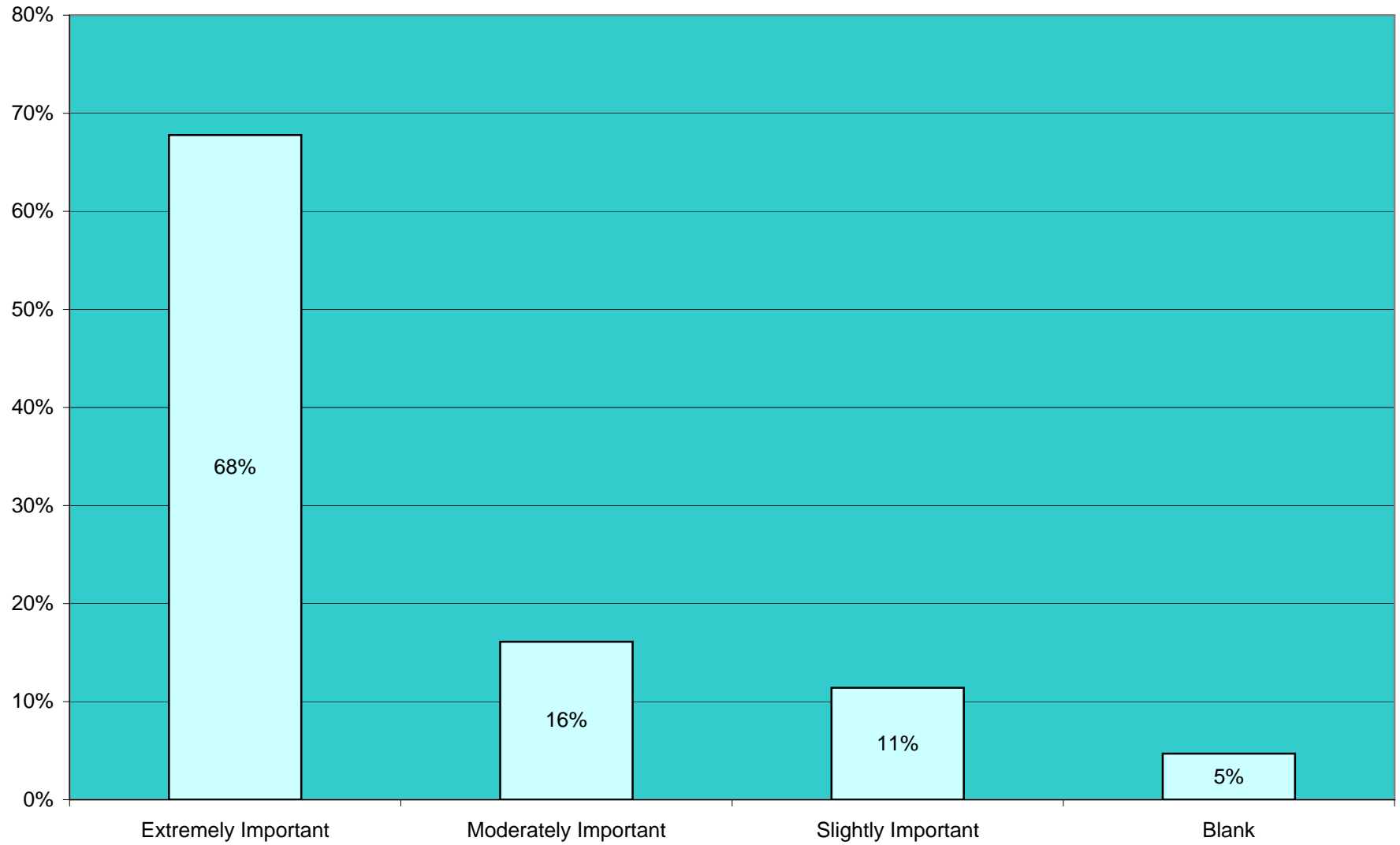
### Email enabled account statements and notification



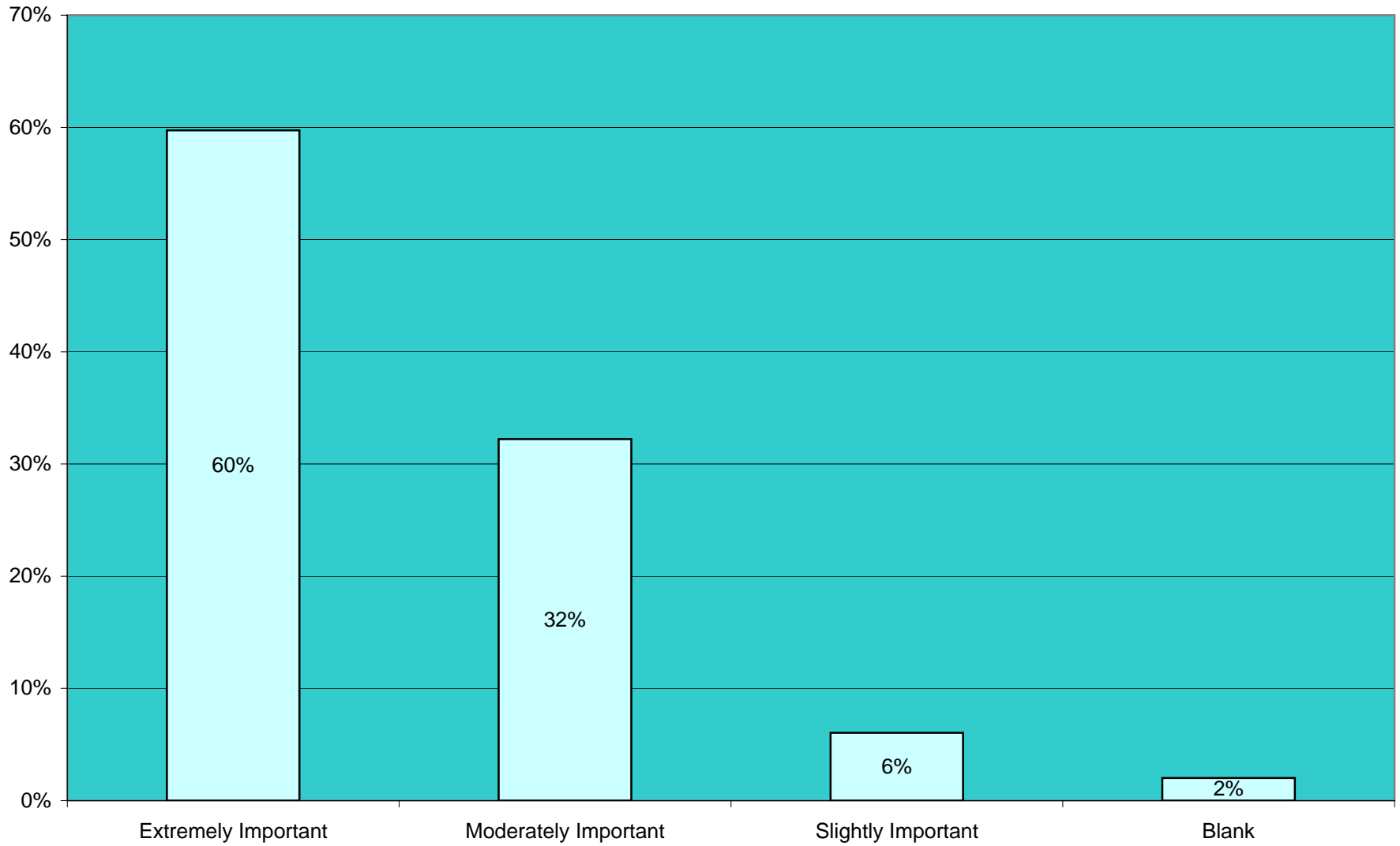
### Quarterly non-discrimination testing services



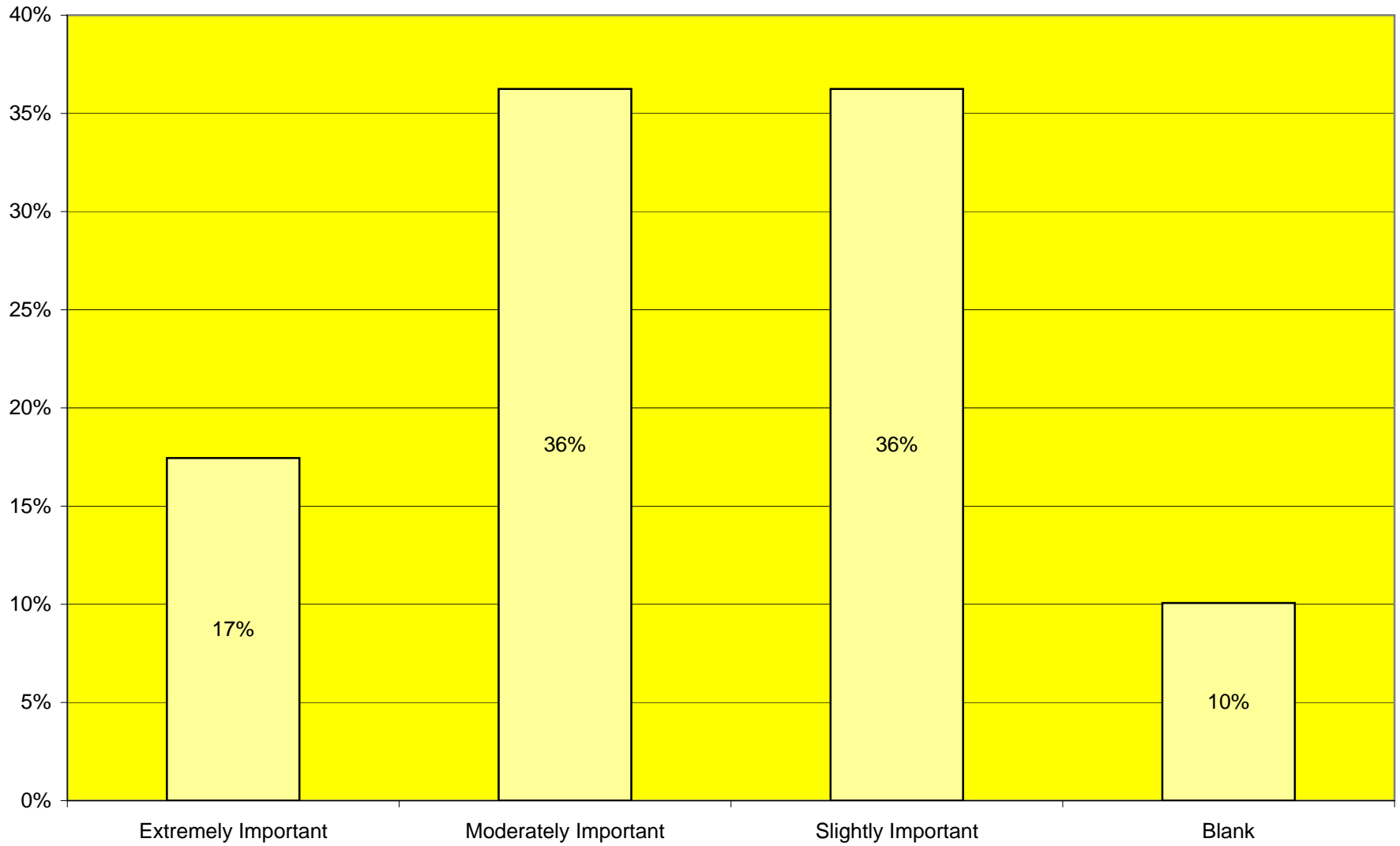
### Form 5500 preparation service



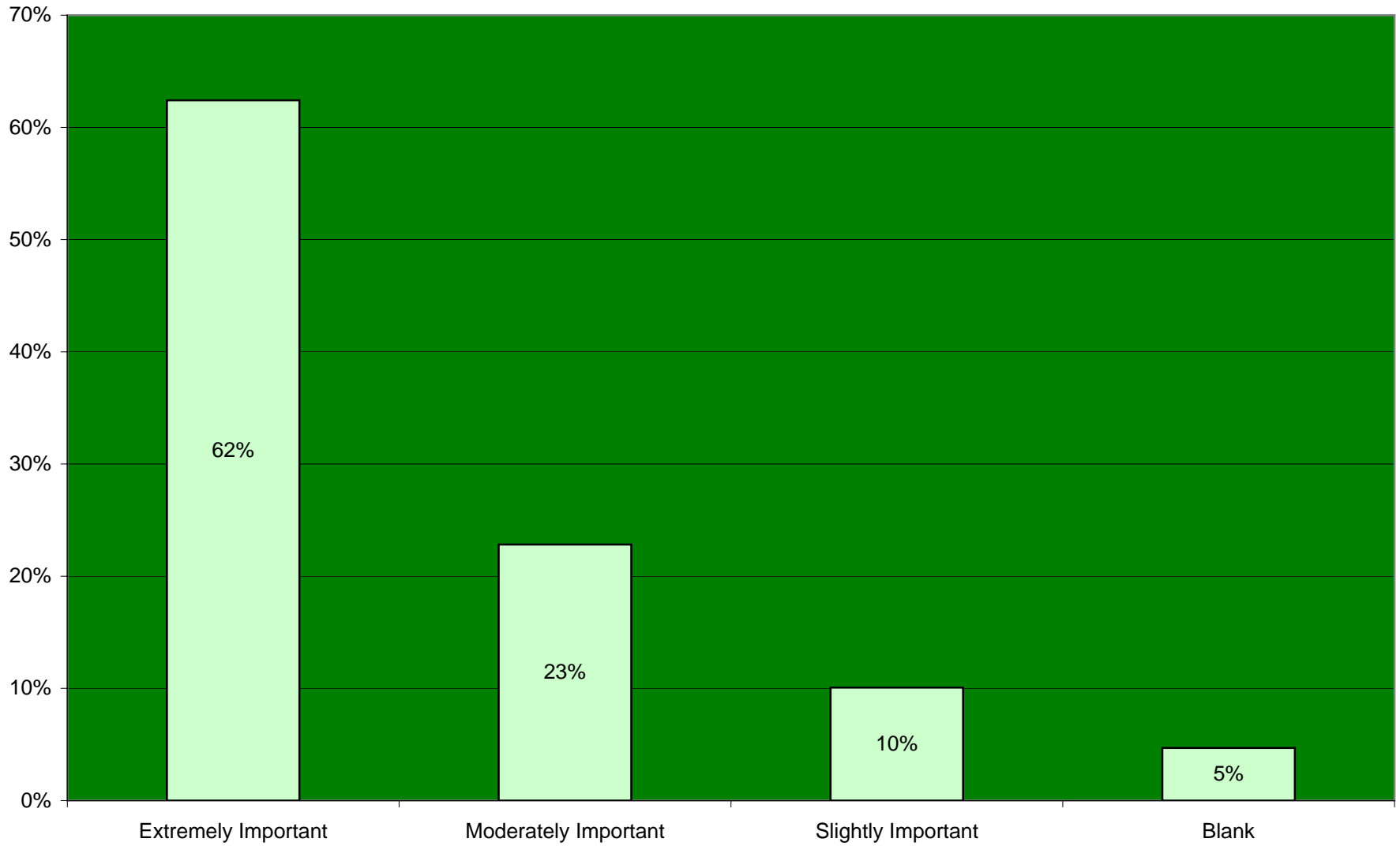
### Quarterly account statements



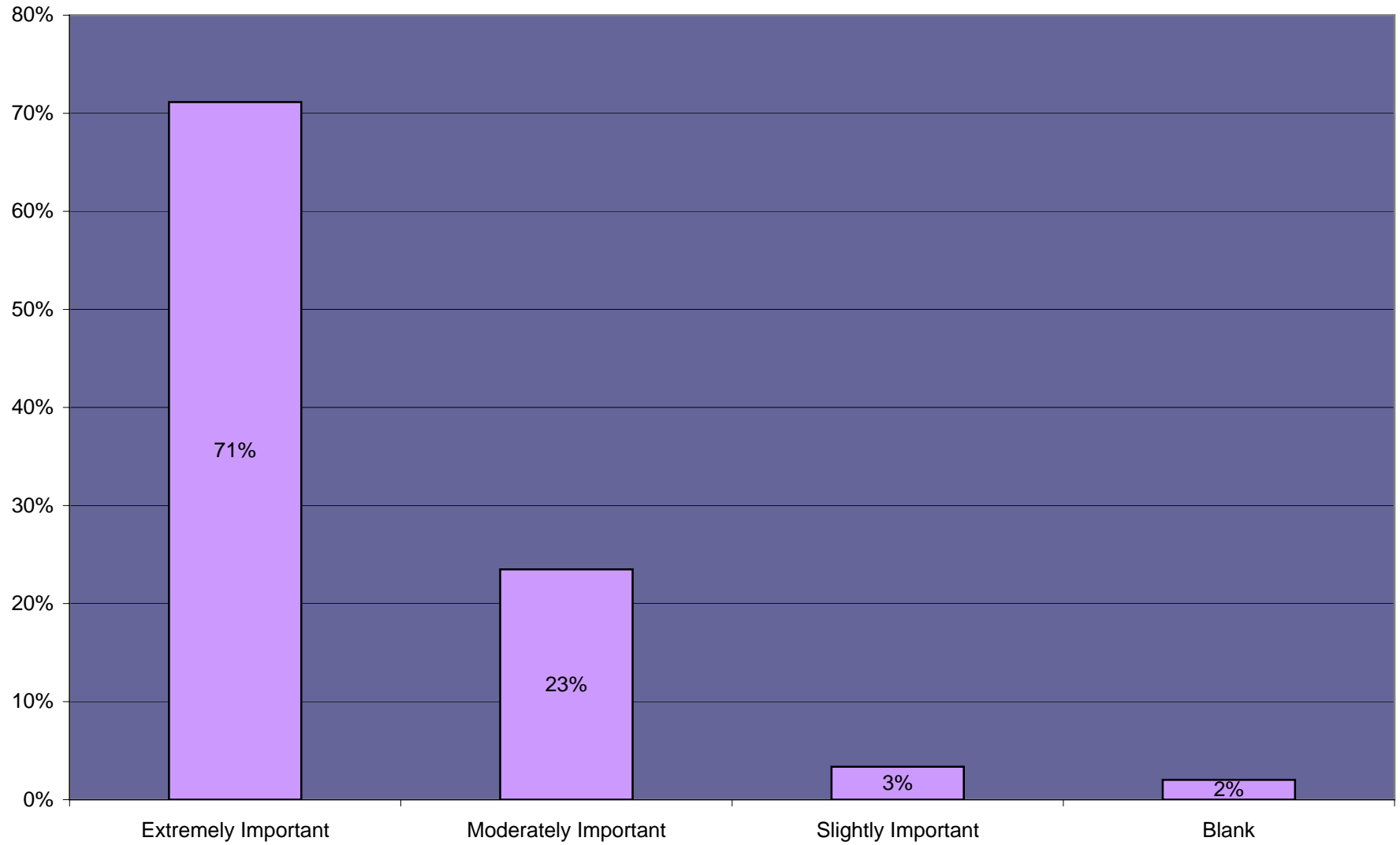
### Transportation reimbursement plan administration



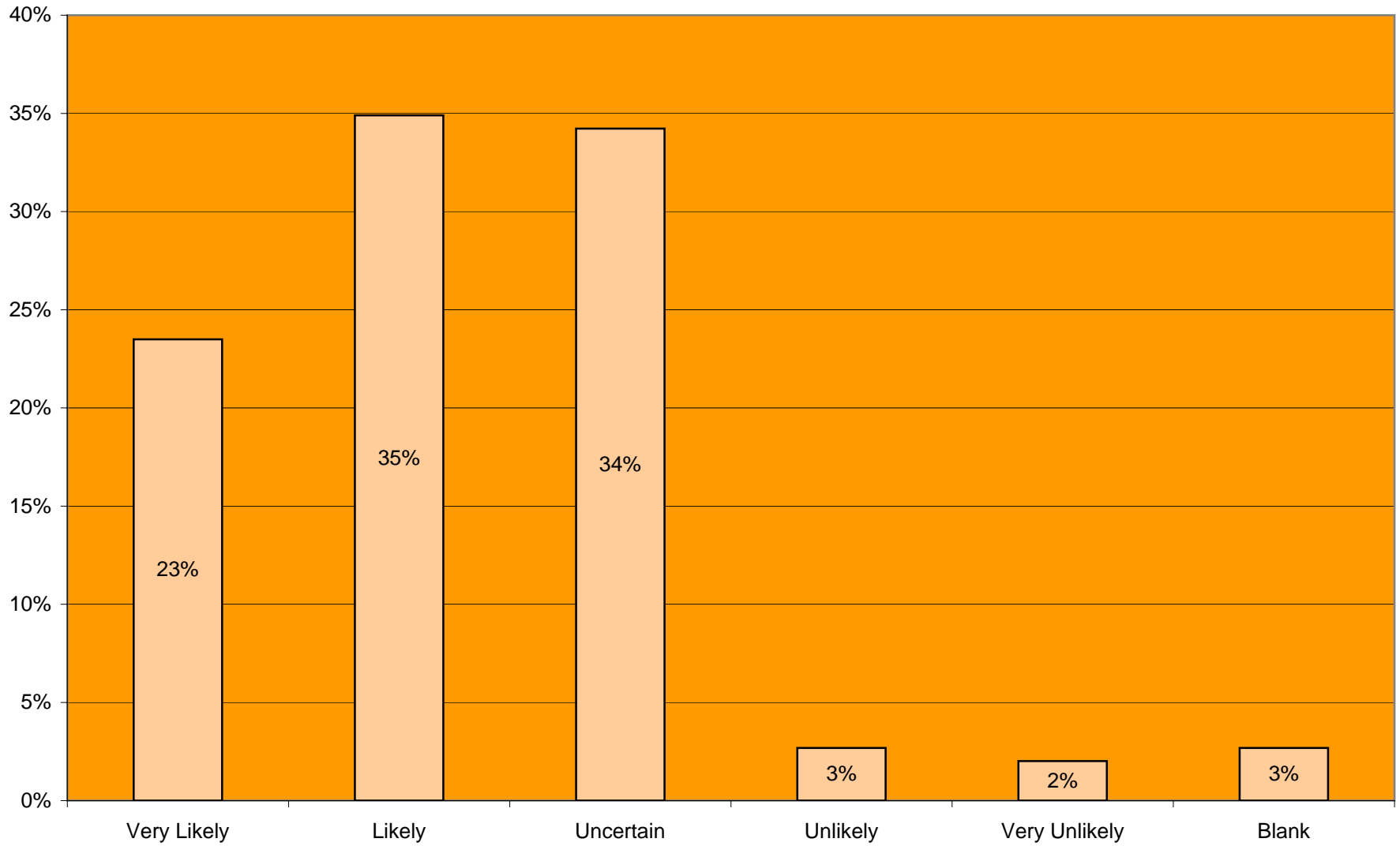
### Health reimbursement arrangement account administration



### Employer web access to reports



### Would you purchase additional services?



### Would you recommend us to someone else?

