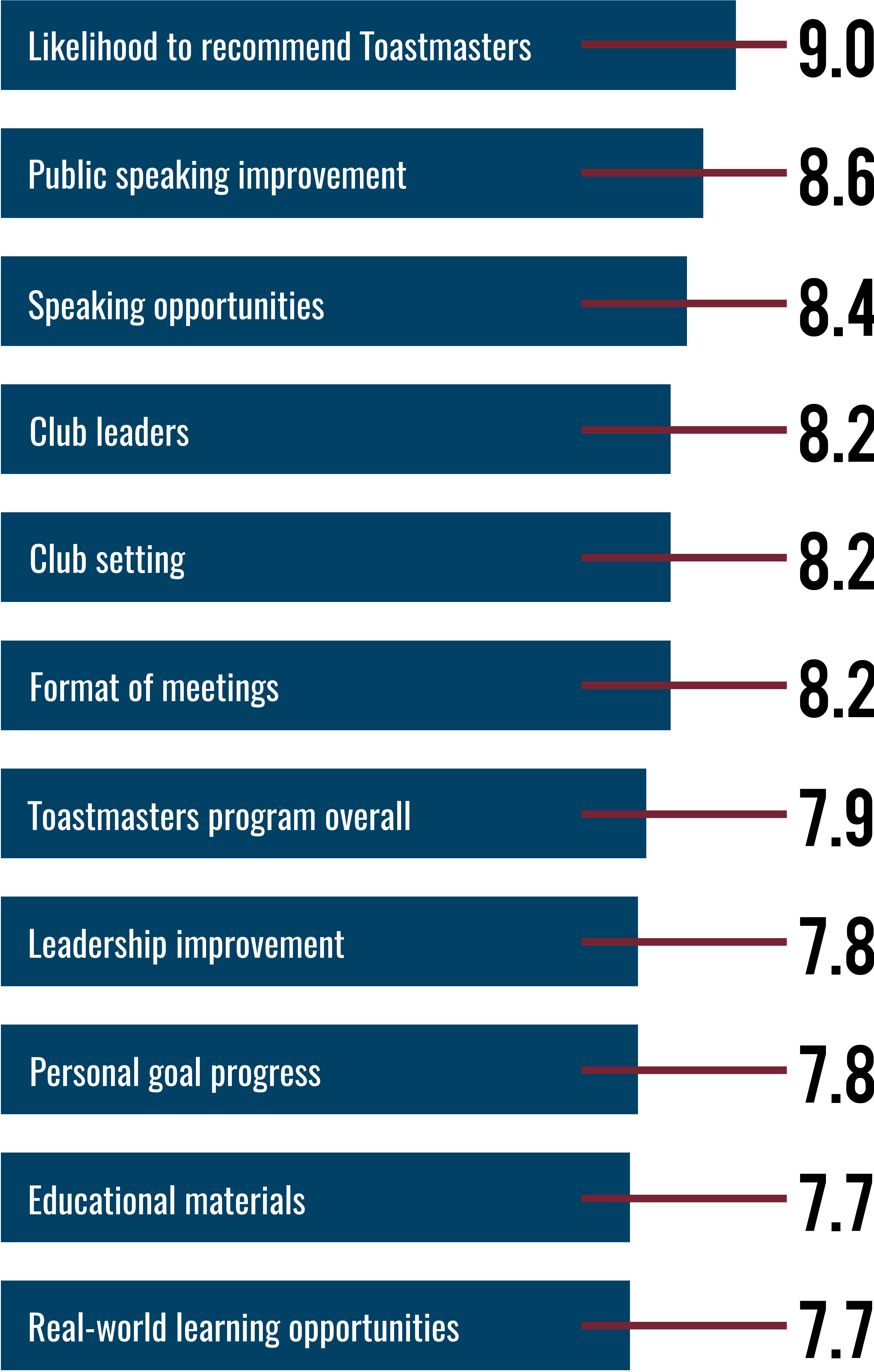


MEMBER SATISFACTION SURVEY



July 2017
n=468

Average rating 0 to 10 scale



+66.9 Net Promoter Score	+/- 4.3% Margin of Error	95% Confidence Interval	91.9% Completion Rate	20.9% Response Rate
--------------------------------	--------------------------------	-------------------------------	-----------------------------	---------------------------