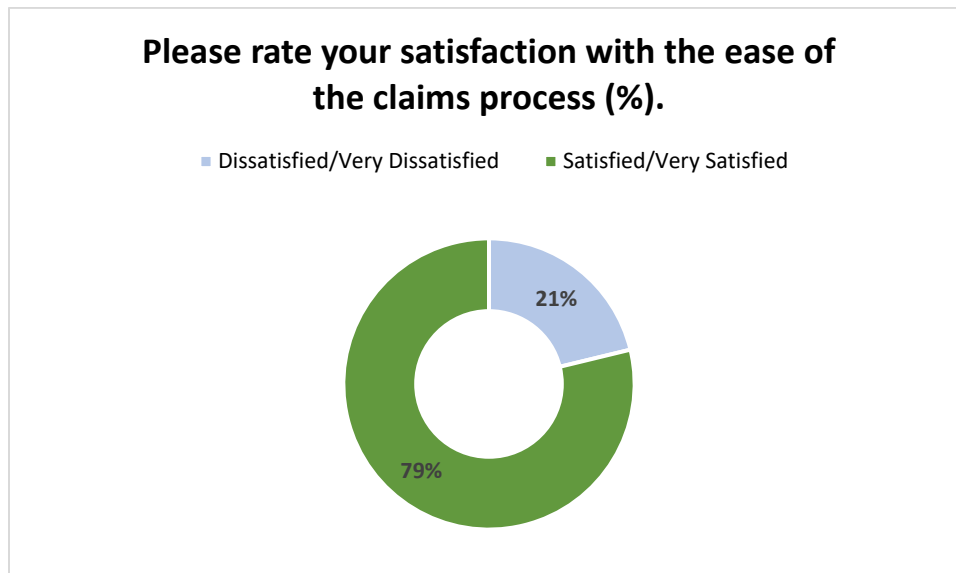


## 2021 Members Survey Results with Optum Financial

Figure 1.1 – Claims Satisfaction



Figure 1.2 – Claims Satisfaction (%)



## 2021 Members Survey Results with Optum Financial

Figure 2.1 – Overall Satisfaction

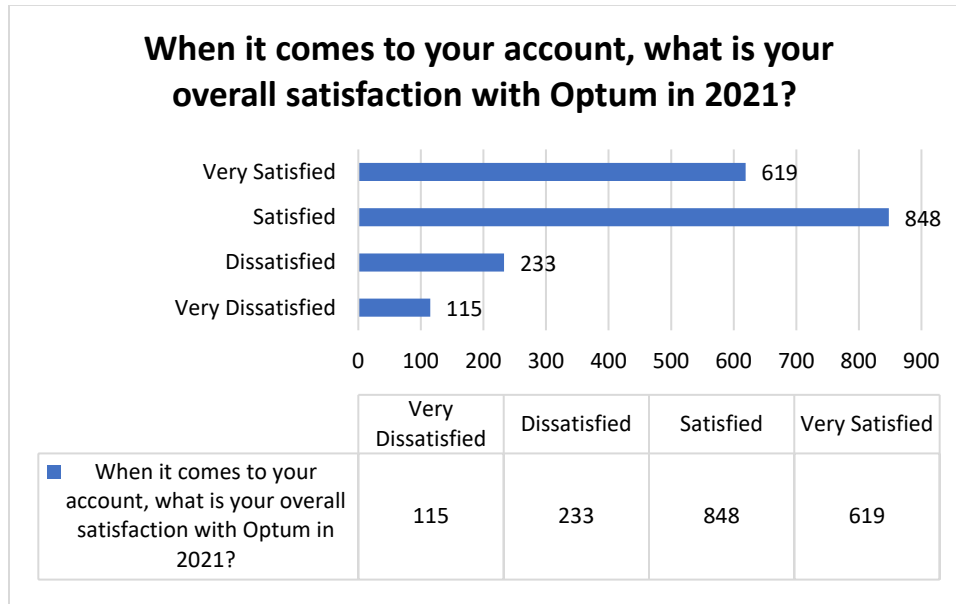
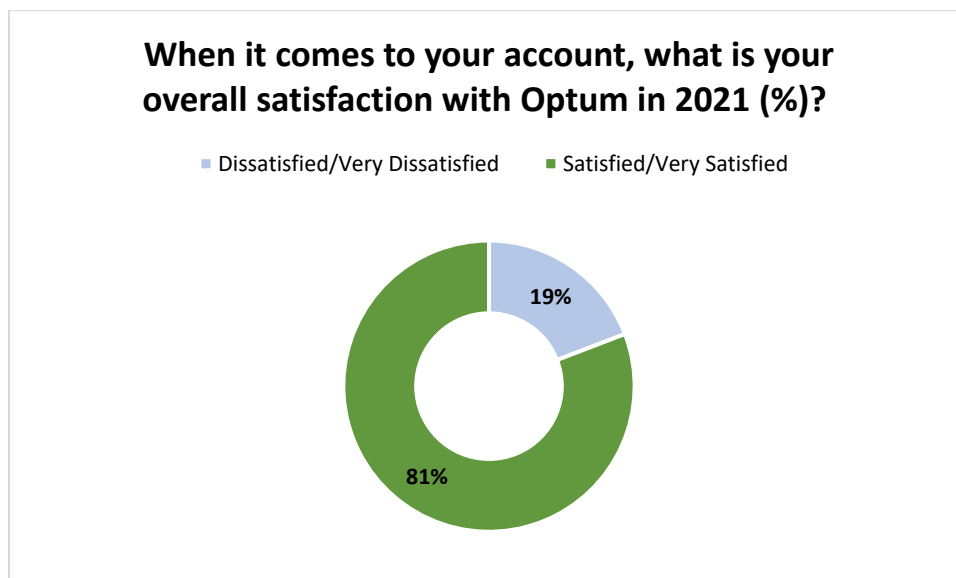


Figure 2.2 – Overall Satisfaction (%)



## 2021 Members Survey Results with Optum Financial

Figure 3.1 – Technology Use

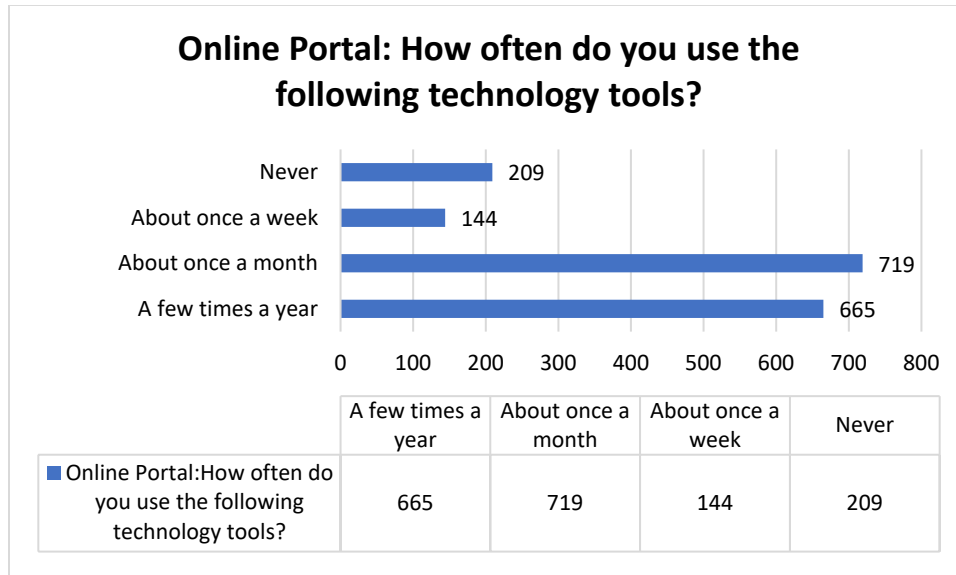
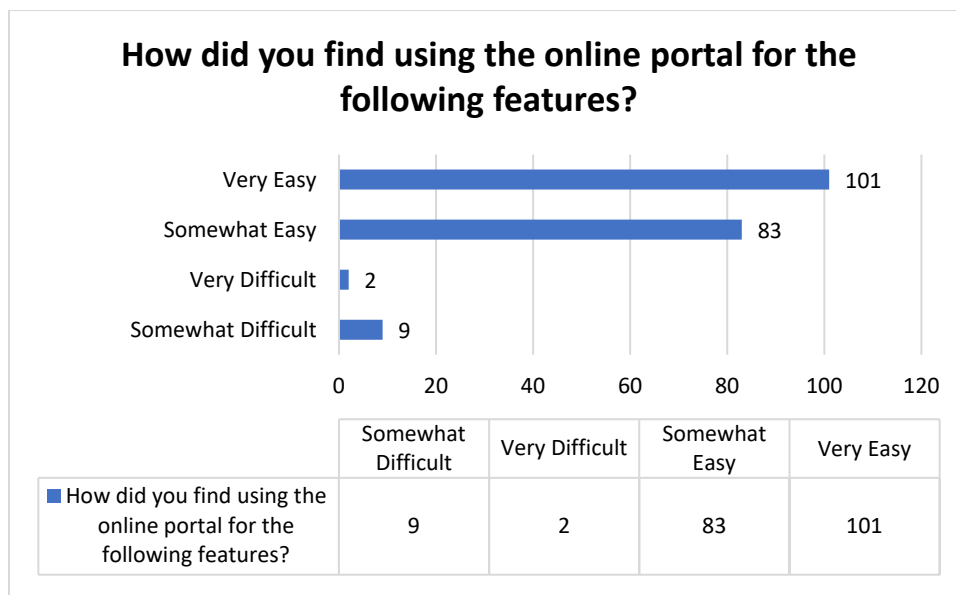


Figure 4.1 – Online Portal Usage Feature



## 2021 Members Survey Results with Optum Financial

Figure 5.1 – Mobile App Usage Feature

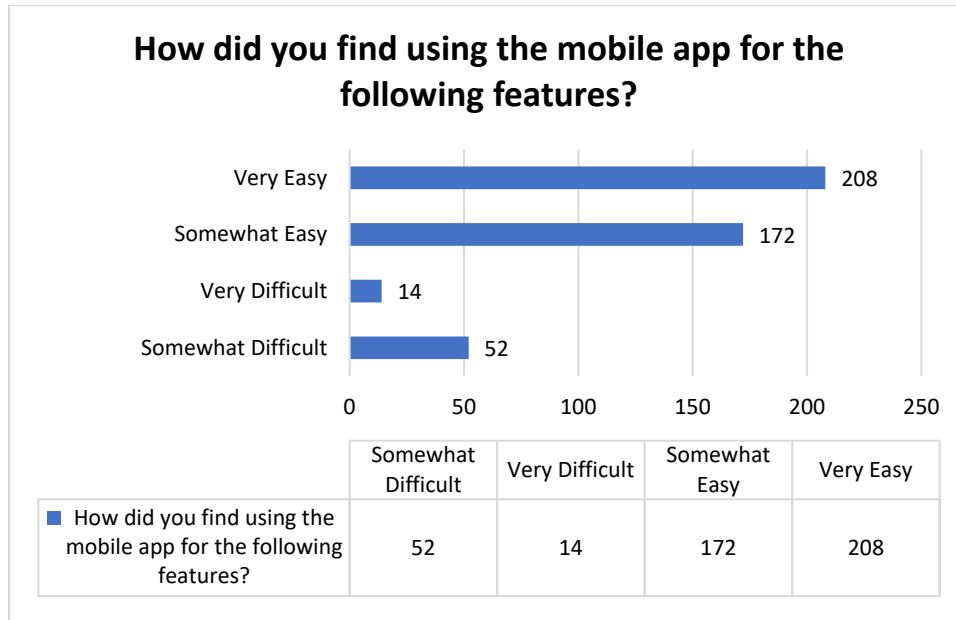
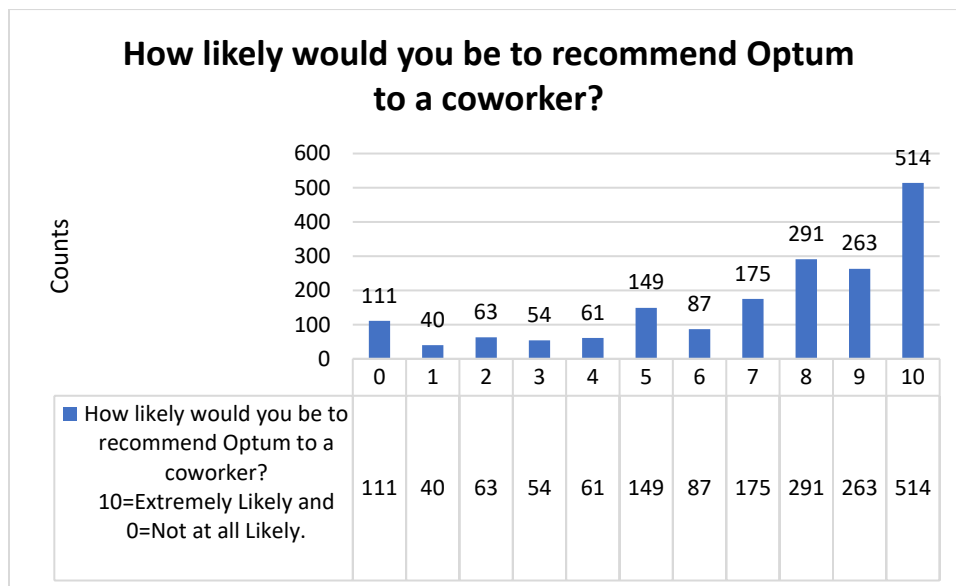


Figure 6.1 – Members Recommendation of Optum



## 2021 Members Survey Results with Optum Financial

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Figure 6.2 – Members Recommendation of Optum (%)

