

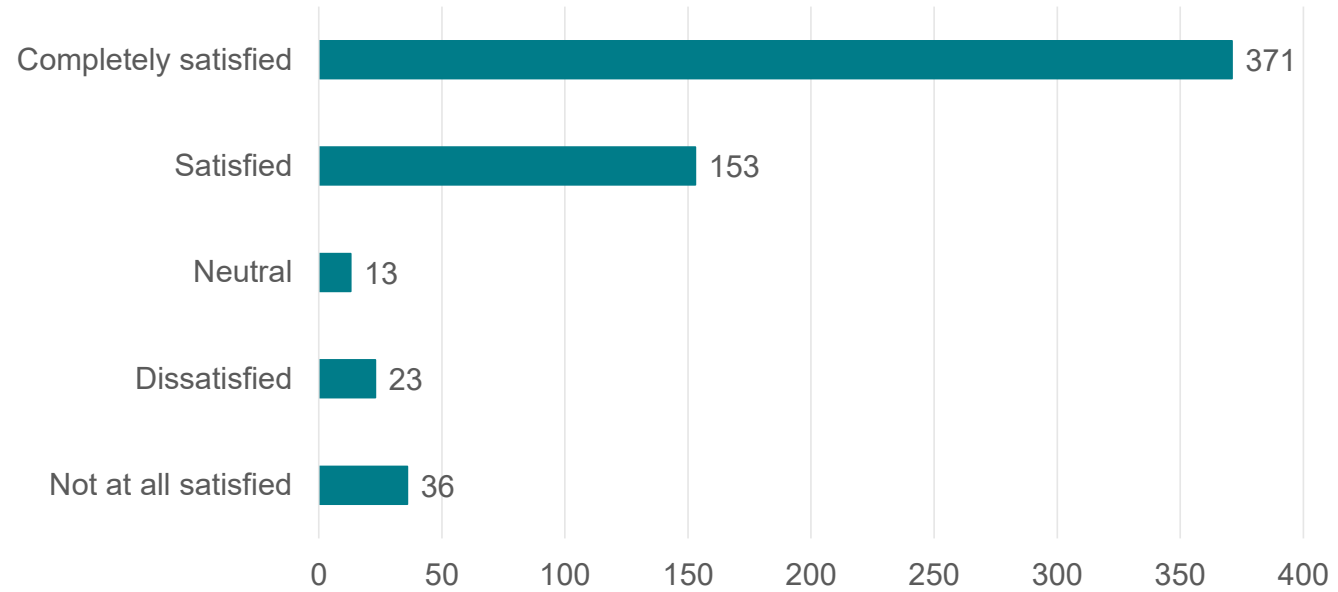
Optum Financial[®]



2022 Annual Member Survey Results



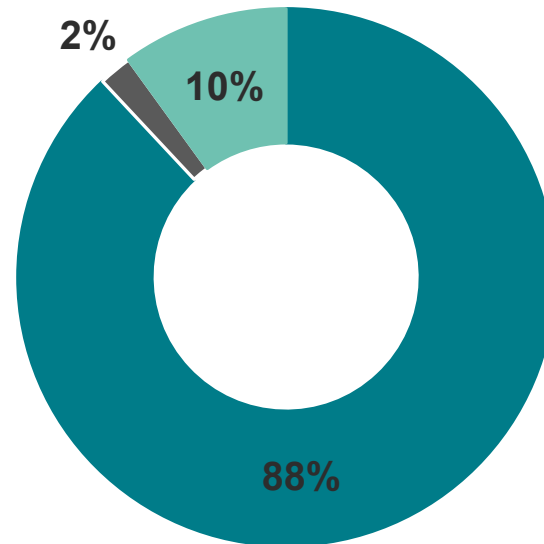
Satisfaction with service



	Not at all satisfied	Dissatisfied	Neutral	Satisfied	Completely satisfied
■ Thinking about the conversation you just had, overall, how satisfied are you with the level of service you received?	36	23	13	153	371

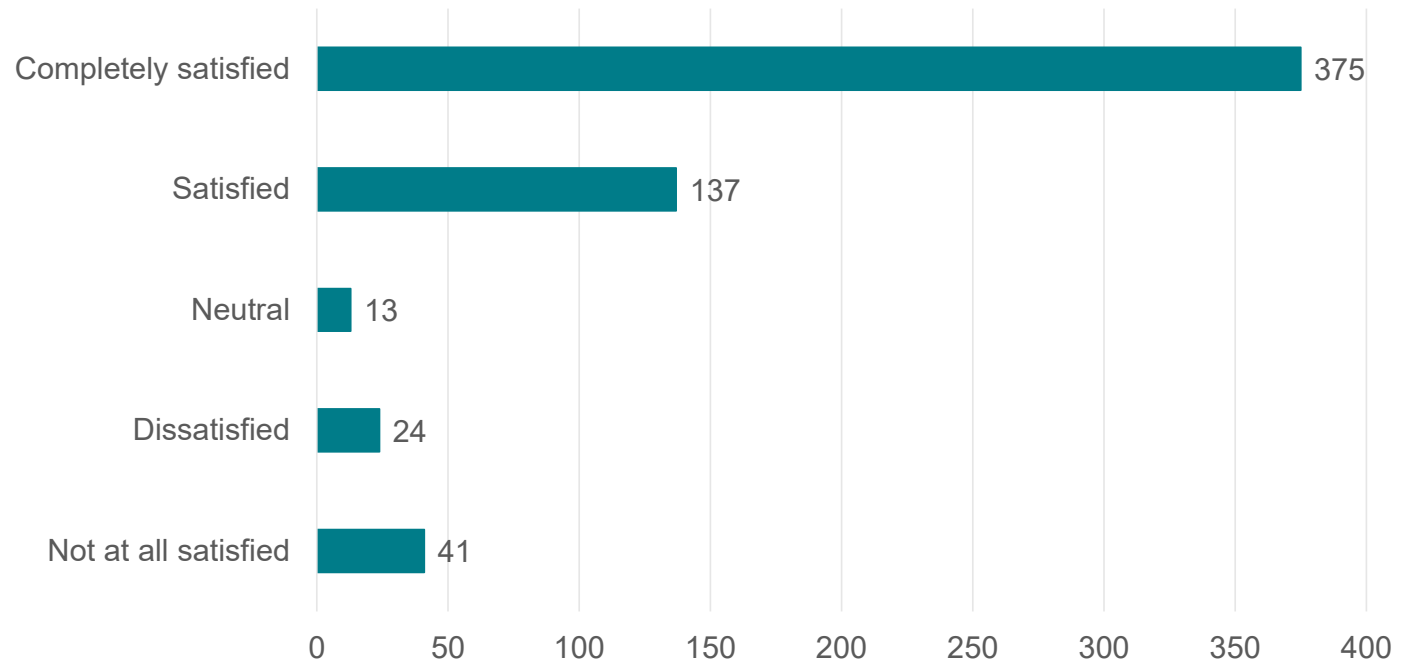
Satisfaction with service

Thinking about the conversation you just had, overall, how satisfied are you with the level of service you received?



■ Satisfied/Completely satisfied ■ Neutral ■ Dissatisfied/Not at all satisfied

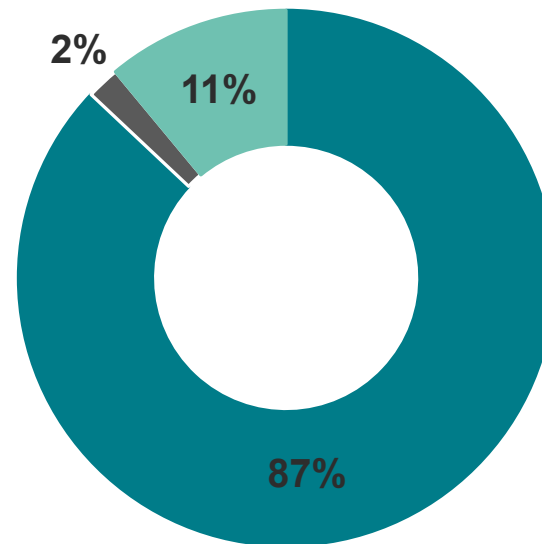
Satisfaction with response



	Not at all satisfied	Dissatisfied	Neutral	Satisfied	Completely satisfied
■ How satisfied are you that your question was answered?	41	24	13	137	375

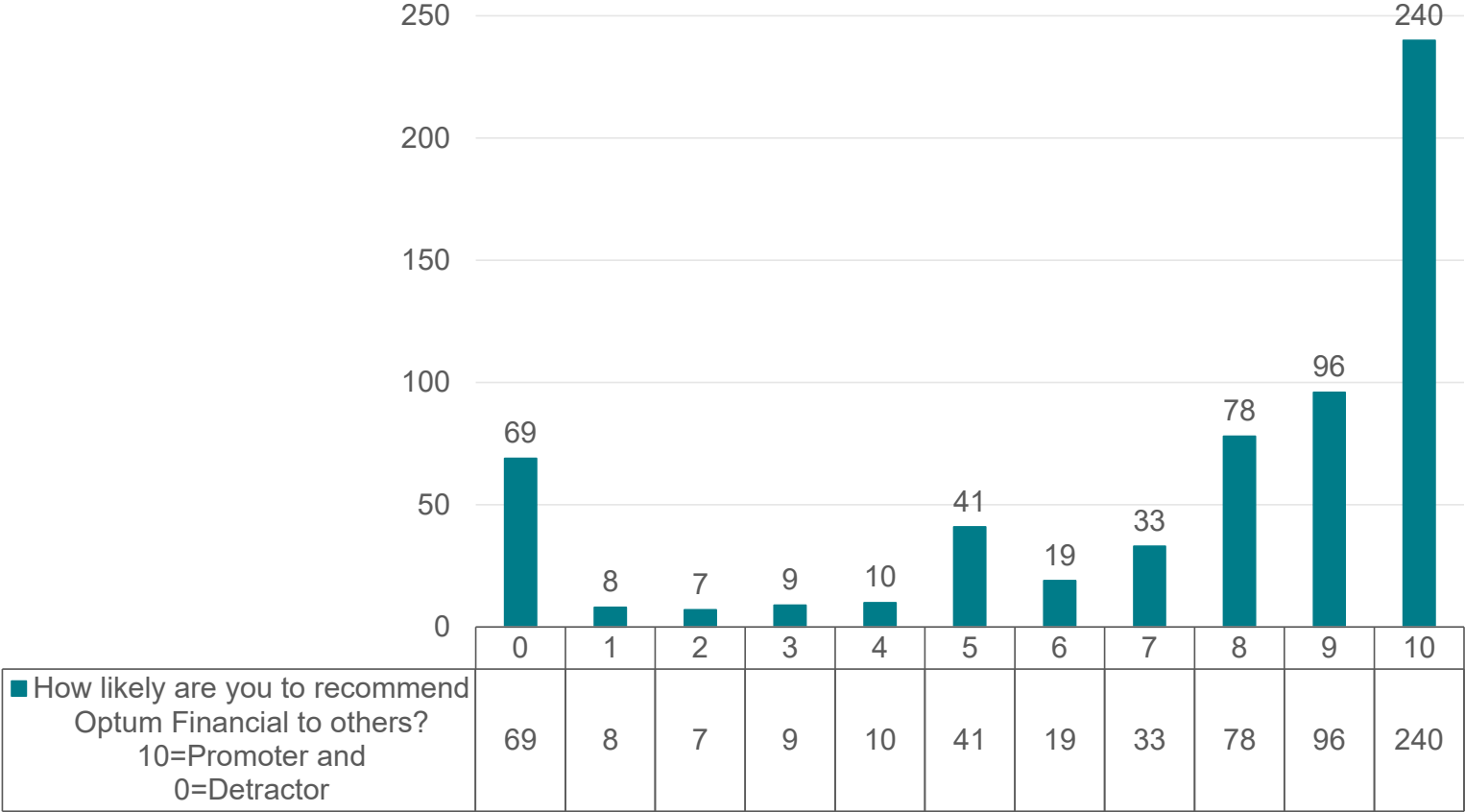
Satisfaction with response

How satisfied are you that your question was answered?



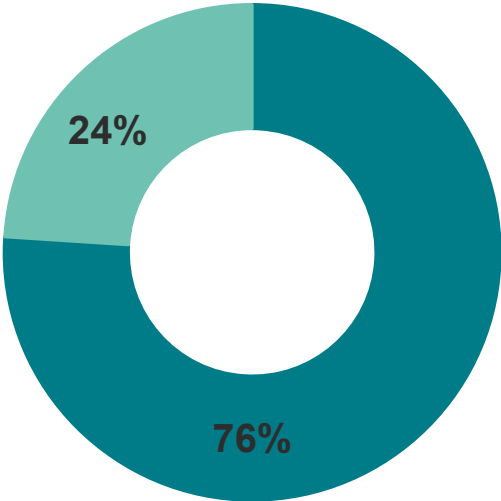
■ Satisfied/Completely satisfied ■ Neutral ■ Dissatisfied/Not at all satisfied

Member recommendation



Member recommendation

How likely are you to recommend Optum Financial to others?
10=Promoter and 0=Detractor



■ Promoter (5 and below) ■ Detractor (6 and above)

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