

Thank You

AND THANK YOUR CLIENTS

Your clients gave Health Net the #1 slot for customer service in Forrester's US CX Index™ for 2021¹

Working harder for you and your clients!

Thanks to your clients, Forrester recognized Health Net as **#1 for customer service** in their recent Customer Experience Index (CX Index™) national survey.

The Forrester CX Index score measures how successfully a company delivers customer experiences that create and sustain loyalty. It is based on questions around effectiveness, ease, and emotion as well as retention, enrichment, and advocacy.

The recent Forrester results came from answers given by more than 12 thousand health insurance customers, like yours. It covered 17 brands in our industry in the United States. Health Net won for customer service in the Health Care Insurance Payer segment.

The award is due to you and your clients. And, our response to help improve your clients' health care experience in every area – for every stage of life.

We share it with you. Thank you!



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Customer Service
Health Insurers

[HealthNet.com](https://www.healthnet.com)

For questions, contact Broker Services at brokers@healthnet.com (CA). Or, reach out to your account executive.

¹Health Net received the highest performance rating in customer service among health insurers in Forrester's proprietary 2021 CX Index™ survey. The ranking was based on responses from 12,824 US individuals measuring 17 brands in the industry. The proprietary survey results are based on consumers' opinions of the experiences with the brands in the survey. Forrester Research does not endorse any company included in any CX Index™ report and does not advise any person to select the products or services of any particular company based on the ratings included in such reports.

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