

# Thank You

TO EACH AND EVERY HEALTH NET MEMBER

*You helped give Health Net the #1 slot for customer service in Forrester's US CX Index™ for 2021<sup>1</sup>*

## Working harder for you

Thanks to you – our members – Health Net scored **#1 for customer service** in a recent Forrester 2021 US Customer Experience Index (CX Index™) 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. It reflects your feedback to us over the past few years. And, our response to improve your experience in every area – for every stage of life.

**We share this award with you!**



**HealthNet.com**

If you would like more information or have a question, please visit us at [www.healthnet.com](http://www.healthnet.com)

<sup>1</sup>Health 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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