

Combined Insurance/Chubb Ranks Highest in Customer Satisfaction with Vision Plan Providers

Vision Plan Cost, Coverage and Communication Are the Primary Drivers of Overall Customer Satisfaction

COSTA MESA Calif.: 22 Nov. 2016 — **Combined Insurance/Chubb** ranks highest in customer satisfaction with vision plan providers, performing highest in the cost, communication and reimbursement factors, according to the J.D. Power 2016 Vision Plan Satisfaction ReportSM released today.

The report measures customer satisfaction with vision plan providers based on five factors (in order of importance): coverage, cost, communications, customer service and reimbursement. Satisfaction is calculated on a 1,000-point scale.

“Improvements in communication are likely helping members better understand what they are getting for their money, and how to use their plans,” said **Rick Johnson, director of the Healthcare Practice at J.D. Power**. “As the entire healthcare ecosystem becomes more customer-focused, vision plans will need to continue to communicate their demonstrated value in order to keep pace.”

Other key findings from the study include:

- **Satisfaction Improves:** Overall satisfaction among vision plan members increases significantly to 753 points in 2016, the highest level in the four years the study has been conducted (707 in 2015, 709 in 2014 and 673 in 2013).
- **Satisfaction Drives Plan Member Loyalty, Advocacy:** Among vision plan members who rate their overall satisfaction outstanding (10 on a 10-point scale), 84% say they “definitely will” choose their current provider in the future, compared with the report average of 45%. Additionally, members who rate their overall satisfaction outstanding make an average of 4.2 positive recommendations, compared with the study average of 1.9 positive recommendations.

Vision Plan Rankings:

Combined Insurance/Chubb ranks highest customer satisfaction with vision plan insurers with 793 points. **EyeMed** ranks second (775) and **UnitedHealthcare/Optum** ranks third (762).

The 2016 Vision Plan Satisfaction Report is based on responses from 2,000 vision plan members. The study was fielded October 2016. CRISIL GR&A and Pipal Research were used as the third-party market share source for the 2016 report.

For more information about the 2016 Vision Plan Satisfaction Report, visit <http://www.jdpower.com/industry/healthcare>

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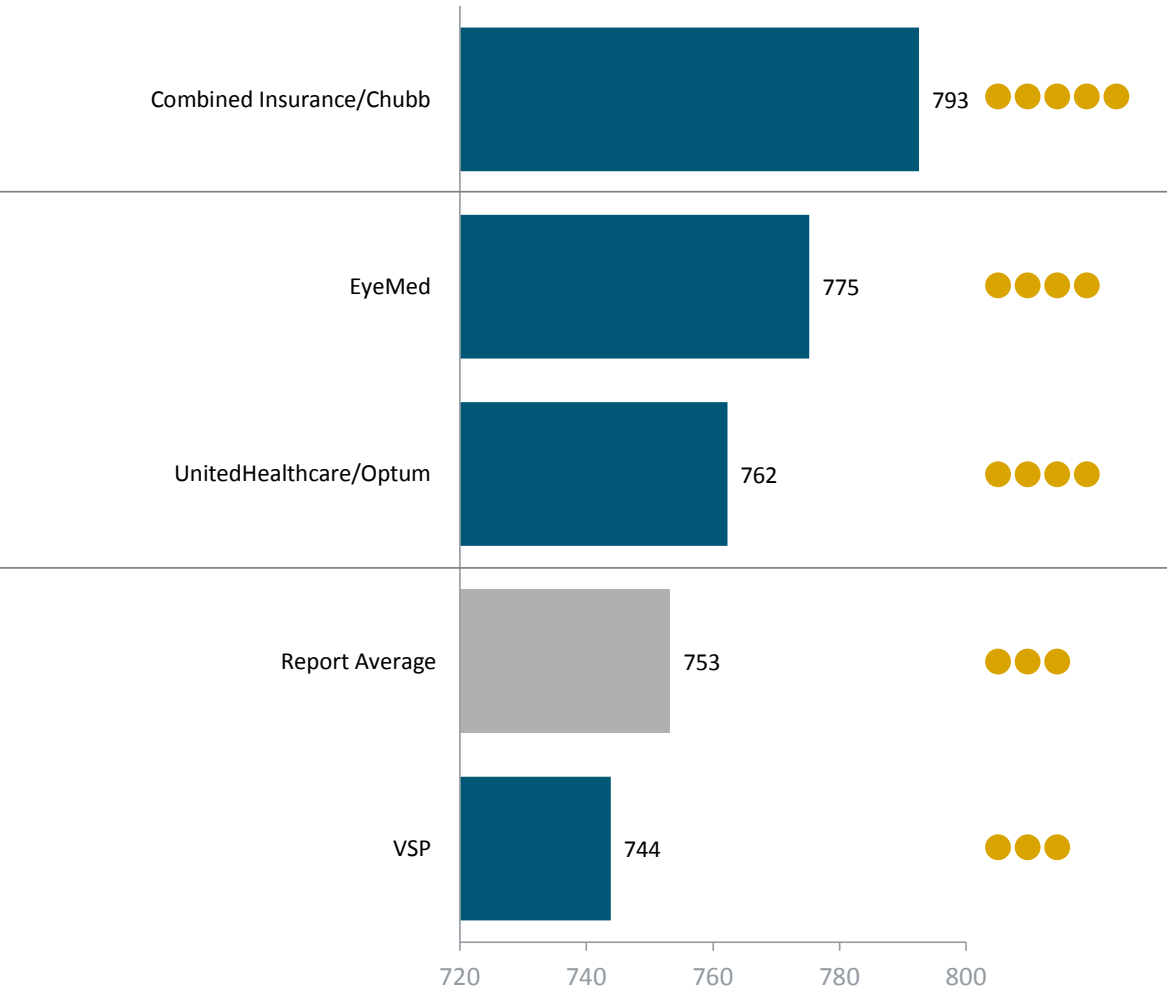
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J.D. Power 2016 Vision Plan Satisfaction ReportSM

Overall Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

JDPower.com
Power Circle RatingsTM
for consumers:



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

Source: J.D. Power 2016 Vision Plan Satisfaction ReportSM

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J.D. Power 2016 Vision Plan Satisfaction ReportSM

Award-Eligible Dental Plan Providers Included in the Study

<u>Company</u>	<u>CEO Name</u>	<u>Location</u>
Combined Insurance/Chubb	Brad Bennett	Glenview, Ill.
EyeMed	Andrea Guerra	Port Washington, N.Y.
UHC/Optum	William Munsell	Minnetonka, Minn.
VSP	Jim McGrann	Rancho Cordova, Calif.

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