

Individual, Large Group, Small Group | CO, CT, GA, IN, KY, ME, MO, NV, NH, OH, VA, WI

Broker Satisfaction Survey - It's not about us, it's all about you

July 27, 2021

We're working to connect with you in meaningful and effective ways. We recently surveyed brokers to see how we're doing and how we can do better. The survey results show that we're headed in the right direction.

Your feedback helps reveal opportunities and inspires us to find new ways to be easier to work with. We kept our ears open, heard your needs and stayed focused on being the trusted partner you could count on.

Here are just a few highlights from the survey:

- In every area surveyed, you told us we were outperforming our national competitors.
- You gave us an 89% overall satisfaction rating.
- 90% of you said you approve of how we're doing business, 12% higher than our closest national competitor.
- 81% of you trust Anthem, 6% higher than our closest national competitor
- 77% of you believe we're committed to improving the health of humanity, 15% higher than our closest national competitor
- 84% of you agree we work hard at customer service and offer good products and plans
- 87% of you said Anthem is a leader in the health care industry

Thank you for your feedback. We'll continue to ask for your input throughout the year, and together we'll drive forward and make our partnership stronger.