

Customer Satisfaction Survey

(Based on 405 telephone surveys conducted in December 2011)

Please rate your satisfaction with the following:	Very Satisfied / Satisfied		Dissatisfied	Don't Know	
1. The availability of Delta Dental dentists in your area?	98%		2%	1%	
2. The promptness of Delta Dental's claims payments?	90%		3%	7%	
3. The clearness of the forms Delta Dental sends to explain what was paid or not paid?	91%		2%	6%	
4. The length of time it took to schedule your last dentist appointment?	97%		1%	<1%	
5. The quality of the dental treatment you received at your last dentist visit?	99%		<1%	0%	
6. The general appearance of the dental office at your last visit?	100%		<1%	0%	
	Yes	No	Don't Know		
7. Does your dentist participate with Delta Dental?	94%	4%	2%		
	Yes	No	Some Knowledge		
8. Do you know what your Delta Dental plan covers?	37%	13%	50%		
	Yes	No	Don't Know		
9. Do you think having dental insurance increases your likelihood of going to the dentist?	88%	11%	1%		
10. Have you called Delta Dental's Customer Service department in the past 12 months?	11%	89%	1%		
11. Have you ever visited the Delta Dental website?	26%	73%	1%		
12. Were you aware that members can access all of their benefit information on the Delta website?	60%	40%	0%		
	<1x	1x	2x	3x	4x
13. How many times a year do you visit your dentist?	<1%	3%	77%	10%	9%
	Very Good	Good	Fair	Poor	
14. How would you rate your overall dental health?	53%	42%	4%	1%	
	Very Satisfied / Satisfied		Dissatisfied	Don't Know	
15. How satisfied are you with Delta Dental's overall performance?	97%		3%	1%	
	Yes	No	Don't Know		
16. Would you recommend Delta Dental to a friend or family member?	92%	4%	3%		

Please note: Due to rounding, some totals may not equal 100%.