



Survey Reveals Clarity Is A Committed Partner To Clients

A client satisfaction survey in the fourth quarter of 2009 has revealed Clarity's excellent service levels as reported by its clients within the Healthcare Industry. Clarity's overall performance ratings were ranked excellent by over 75% of all respondents. In addition to a high customer experience rating, Clarity was pleased to learn that 90% of clients consider Clarity a trusted partner supporting their business rather than just a service vendor. This is a standing company-wide objective for Clarity and one that is consistently achieved with the focus and dedication of all employees.

Clarity has worked hard to provide an exceptional experience for its clients from implementation through production, by servicing clients' needs and special requests. When asked if Clarity has delivered on its promise of application excellence and top-notch customer service, 83% of clients confirmed that Clarity has over delivered on the promise and the remaining clients reported that Clarity has satisfactorily met its promise.

According to survey results, Clarity has met all of its clients' expectations during implementation while exceeding the expectations of most. One client noted, "I've been very impressed with all personnel from Clarity that I've had contact with. I've appreciated their partnership in meetings to troubleshoot issues to try to find other solutions." Clarity has also provided the same level of satisfaction to clients for both the production quality and turnaround of member materials as 100% of respondents stated that their expectations were met or exceeded.

Clarity's quality extends beyond production into customer service:

- 77% of clients within the Healthcare Segment have indicated that their customer service representative at Clarity has exceeded their expectations.
- 87% of clients say that Clarity has always been there to address questions, concerns, or issues even during off hours.

Over 70% respondents reported that Clarity's user interface was either above average or the most advanced and user friendly within the Healthcare Industry. They noted that it can be applied to communications that support the entire membership experience across the board from ID cards, EOCs, EOBs or electronic delivery.

Clarity was delighted to discover 100 percent of clients within the Healthcare Industry would strongly recommend Clarity to other organizations.

"The fact that all of our clients would recommend Clarity to others is the strongest validation that we are meeting our core objectives and delivering on our promises" said Clarity's President, Sean Rotermund. "We want to hear directly from our clients as it is the best way for us to better our performance in the marketplace and set ourselves apart from our competition. We're pleased with the results of this survey and we will use it in our process to continually improve our performance."