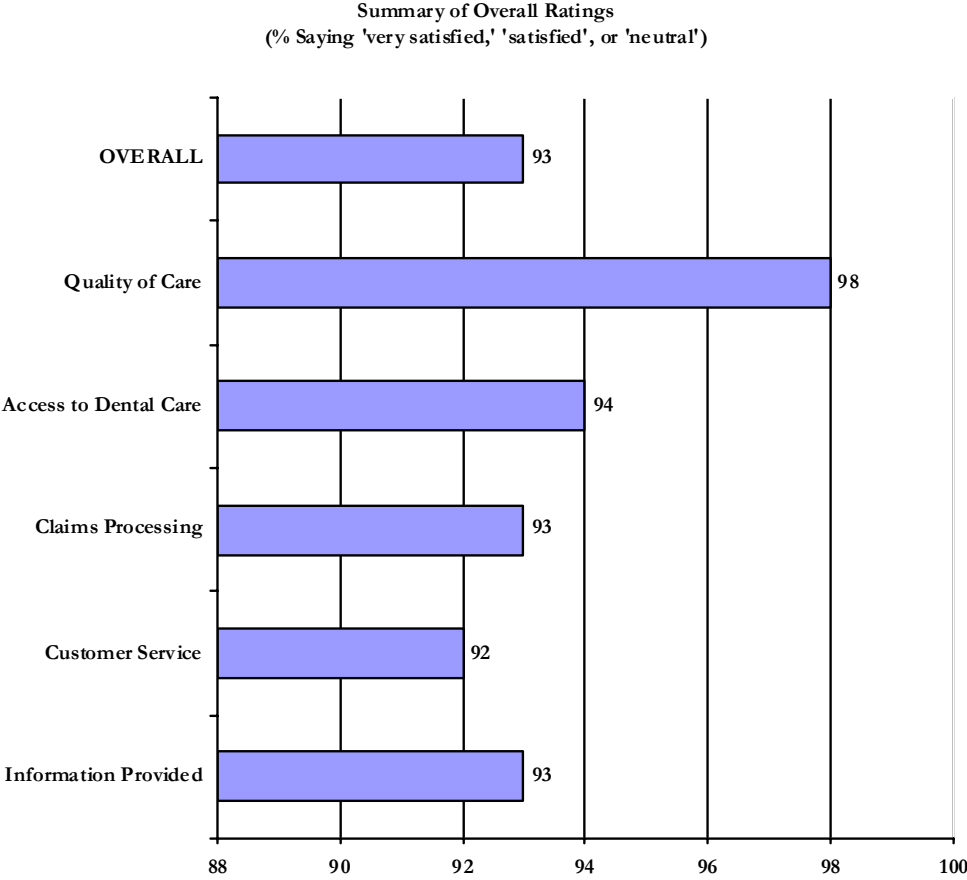


MEMBER REPORT CARD - 2007

Shown below are overall satisfaction levels for five different plan attributes. The percentages of satisfied members are calculated by combining responses to the top three boxes on the survey ('very satisfied,' 'satisfied' and 'neutral').



SOURCE: Brownstone Information Resources (March 2008)