

		(1/1/08 – 3/31/08)	(1/1/08 – 3/31/08)
<b>COBRA</b>		<b>CONEXIS</b>	<b>% Fees</b>
<b>Performance Standards</b>	<b>Target</b>	<b>CONEXIS</b>	<b>At Risk</b>
Client Statement & Premium Remittance	98% within 7 business days after the 1st of the month	99%	1.5%
Payment Posting	98% posted within 3 business days of date received	100%	2.0%
Inbound File Processing	98% within 2 business days	100%	1.5%
Average Speed to Answer - (seconds)	less than or equal to 30 seconds	14 seconds	1.5%
Abandonment Rate	less than or equal to 5%	0.99%	1.5%
Participant Inquiries 1 business day (excluding Eligibility)	90% within 1 business day	93%	1.0%
Participant Inquiries 5 business days (including Eligibility)	98% within 5 business day	99%	1.0%
<b>Total Maximum Fees at Risk</b>			<b>10.0%</b>
<b>DIRECT BILL</b>		<b>CONEXIS</b>	<b>% Fees</b>
<b>Performance Standards</b>	<b>Target</b>	<b>CONEXIS</b>	<b>At Risk</b>
Client Statement & Premium Remittance	98% within 7 business days after the 1st of the month	100%	1.5%
Payment Posting	98% posted within 3 business days of date received	100%	2.0%
Inbound File Processing	98% within 2 business days	100%	1.5%
Average Speed to Answer - (seconds)	less than or equal to 30 seconds	14 seconds	1.5%
Abandonment Rate	less than or equal to 5%	0.99%	1.5%
Participant Inquiries 1 business day (excluding Eligibility)	90% within 1 business day	94%	1.0%
Participant Inquiries 5 business days (including Eligibility)	98% within 5 business day	99%	1.0%
<b>Total Maximum Fees at Risk</b>			<b>10.0%</b>
<b>Reimbursement Account Services</b>		<b>CONEXIS</b>	<b>% Fees</b>
<b>Performance Standards</b>	<b>Target</b>	<b>CONEXIS</b>	<b>At Risk</b>
Client Statement	98% within 7 business days after the 1st of the month	100%	1.5%
Inbound File Processing	98% within 2 business days	100%	1.5%
Average Speed to Answer - (seconds)	less than or equal to 30 seconds	19 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.49%	1.5%
Participant Inquiries 1 business day	90% within 1 business day	92%	1.0%
Participant Inquiries 5 business days	98% within 5 business day	100%	1.0%
Claims Turnaround Time	98% within 3 business days	100%	1.0%
Claims Financial Accuracy	98%	99%	1.0%
<b>Total Maximum Fees at Risk</b>			<b>10.0%</b>