

		(10/1/09 – 12/31/09)	(10/1/09 – 12/31/09)
<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 1 <sup>st</sup> 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	27 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.28%	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>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 1 <sup>st</sup> 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	27 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.28%	1.5%
Participant Inquiries 1 business day (excluding Eligibility)	90% within 1 business day	95%	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 1 <sup>st</sup> 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	27 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.87%	1.5%
Participant Inquiries 1 business day	90% within 1 business day	93%	1.0%
Participant Inquiries 5 business days	98% within 5 business day	99%	1.0%
Claims Turnaround Time	98% within 3 business days	99%	1.0%
Claims Financial Accuracy	98%	99%	1.0%
<b>Total Maximum Fees at Risk</b>			<b>10.0%</b>