

		(1/1/09 – 3/31/09)	(1/1/09 – 3/31/09)
COBRA		CONEXIS	% Fees
Performance Standards	Target	CONEXIS	At Risk
Client Statement & Premium Remittance	98% within 7 business days after the 1 st 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	21 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.36%	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%
Total Maximum Fees at Risk			10.0%
Direct Bill		CONEXIS	% Fees
Performance Standards	Target	CONEXIS	At Risk
Client Statement & Premium Remittance	98% within 7 business days after the 1 st 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	21 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.36%	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	98%	1.0%
Total Maximum Fees at Risk			10.0%
Reimbursement Account Services		CONEXIS	% Fees
Performance Standards	Target	CONEXIS	At Risk
Client Statement	98% within 7 business days after the 1 st 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	15 seconds	1.5%
Abandonment Rate	less than or equal to 5%	1.25%	1.5%
Participant Inquiries 1 business day	90% within 1 business day	91%	1.0%
Participant Inquiries 5 business days	98% within 5 business day	99%	1.0%
Claims Turnaround Time	98% within 3 business days	98%	1.0%
Claims Financial Accuracy	98%	99%	1.0%
Total Maximum Fees at Risk			10.0%