

Please rate your satisfaction with the following:	Very Satisfied/Satisfied	Dissatisfied	Don't Know		
1. Promptness of your Altus Dental claim payments.	87%	3%	11%		
2. Clearness of the Altus Dental forms that explain what was paid and not paid.	88%	5%	8%		
3. Time required to schedule an appointment with your dentist.	97%	2%	<1%		
4. Overall quality of treatment you received from your dentist.	98%	1%	<1%		
5. General appearance of the dentist's office.	99%	<1%	0%		
6. Availability of Altus Dental dentists.	91%	3%	11%		
	Very Good	Good	Fair	Poor	
7. How would you rate your overall dental health?	45%	45%	9%	1%	
	Yes	No	Don't Know		
8. Does your dentist participate with Altus Dental?	89%	9%	2%		
	Yes	No	Some Knowledge		
9. Do you know what your Altus Dental plan covers?	39%	13%	48%		
	Yes	No	Don't Know/No Response		
10. Does having dental insurance increase your likelihood of going to the dentist?	82%	17%	1%		
11. Are you aware that members can access their benefit information online?	59%	41%	0%		
12. Have you ever used Altus Dental's website?	26%	74%	<1%		
13. Have you called Altus Dental's Customer Service Department in the last 12 months?	22%	79%	2%		
	Less than 1x	1x	2x	3x	More than 3x
14. How many times a year do you visit the dentist?	1%	3%	65%	18%	12%
	Very Satisfied/Satisfied	Dissatisfied	Don't Know		
15. How satisfied are you with Altus Dental's overall performance?	93%	6%	<1%		
	Yes	No	Don't Know		
16. Would you recommend Altus Dental to a friend or family member?	84%	11%	4%		