

Please rate your satisfaction with the following:	Very Satisfied/Satisfied	Dissatisfied	Don't Know		
1. Promptness of your Altus Dental claim payments.	80%	7%	14%		
2. Clearness of the Altus Dental forms that explain what was paid and not paid.	80%	7%	12%		
3. Time required to schedule an appointment with your dentist.	98%	2%	0%		
4. Overall quality of treatment you received from your dentist.	99%	1%	0%		
5. General appearance of the dentist's office.	99%	<1%	0%		
6. Availability of Altus Dental dentists.	87%	3%	11%		
	Very Good	Good	Fair	Poor	
7. How would you rate your overall dental health?	41%	47%	10%	2%	
	Yes	No	Don't Know		
8. Does your dentist participate with Altus Dental?	89%	8%	3%		
	Yes	No	Some Knowledge		
9. Do you know what your Altus Dental plan covers?	56%	15%	29%		
	Yes	No	Don't Know/No Response		
10. Does having dental insurance increase your likelihood of going to the dentist?	76%	22%	2%		
11. Are you aware that members can access their benefit information online?	53%	47%			
12. Have you ever used Altus Dental's website?	21%	79%			
13. Have you called Altus Dental's Customer Service Department in the last 12 months?	16%	83%	1%		
	Very Satisfied/Satisfied	Dissatisfied	Don't Know		
If <b>yes</b> , how would you rate the courteousness and helpfulness of the Customer Service Representative?	93%	6%	0%		
	Less than 1x	1x	2x	3x	More than 3x
14. How many times a year do you visit the dentist?	1%	3%	65%	17%	14%
	Very Satisfied/Satisfied	Dissatisfied	Don't Know		
15. How satisfied are you with Altus Dental's overall performance?	93%	7%	1%		
	Yes	No	Don't Know		
16. Would you recommend Altus Dental to a friend or family member?	87%	8%	5%		