

Getting inside the AGB member experience

2008 AGB Member Survey Results

A commitment to exceeding expectations

At Aetna Global Benefits[†] (AGB), we promote healthy and successful international assignments through flexibility, innovation, integration and the delivery of concierge-level service. Most importantly, we value the strong, consultative partnerships we have with our valued constituents. In an effort to fully understand and meet their needs, we seek regular feedback using vehicles such as the annual Plan Sponsor Survey.

In 2008, we took it one step further by completing our first member survey.* This annual tool will help us build upon the existing strong, consultative partnerships we have with our members, as we look to further enhance their experience with us.

Valuable member insights we can use

Nearly 90 percent of members surveyed consider health care — both understanding local health care and an individual's personal needs — as their highest priority when it comes to accepting, executing and completing an international assignment. And when it comes to international health care products and services, the most critical factors that contribute to the success of an assignment are finding quality health care professionals and receiving health benefits and services designed specifically for expatriates.

Solutions to enhance the member experience

At the most basic level, we know our members require a health benefits plan that adapts to their specific assignment, host country and individual lifestyle. And we deliver ... with products and services that have built-in flexibility and convenience.

We also provide innovative tools and resources to make the overall member experience as unique and effortless as possible. Our secure member website, www.aetnaglobalbenefits.com, offers a wide range of health, travel and security information 24 hours a day, 7 days a week. Members can also access personalized benefits information through the Aetna Navigator[®] website, an international doctor directory and direct-settlement hospital database. Our members tell us that these robust tools make a difference in the success of their international assignment.

Our members also want to improve their overall health and wellness, in areas such as women's health, nutrition, fitness and stress management. In response, our Aetna Global Health Connections suite of health and wellness programs helps them stay healthier while on assignment and meet their health goals. We also offer an International Employee Assistance Program, a round-the-clock, confidential resource for members who need help balancing any cultural or adjustment issues they may face.

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Survey Results Snapshot

- High overall satisfaction with AGB
- Likely to recommend AGB to others
- High overall satisfaction with the quality of health care services received in both the U.S. and overseas
- Online tools are perceived as making a difference in supporting members through successful assignments

*Member Survey conducted by DSS Research, September 2008.

At your service — anytime, anywhere

Concierge Corner

Surveying our members isn't the only thing we do to enhance the AGB experience. We also work hard to ensure that our customers achieve their health benefits business goals. In fact, in the 2008 **AGB Plan Sponsor Survey**,* 99 percent of our customers told us they're satisfied with AGB!

Value ... delivered

We've always put our members at the center of everything we do. We want each individual to be satisfied the first time — and every time — they interact with us. Here's a glimpse into what our members said about us in 2008:

TOPIC	SATISFACTION RATE
Overall satisfaction	80%
Likely to recommend AGB	80%
Professionalism and courtesy of AGB Member Services	93%
Ability to reach AGB Member Services when needed	91%
Overall satisfaction with AGB's telephone Member Services	87%
Overall satisfaction with AGB provider network	83%
Ease of initiating a direct-settlement arrangement	86%
Overall satisfaction with the quality of health care services overseas, including primary, specialist and hospital care	90% and above
Overall satisfaction with the quality of health care services in the United States, including primary, specialist and hospital care	87% and above
Overall satisfaction with the AGB Online Member Service Center and Web tools	88%
Overall satisfaction with Aetna Navigator	91%



**We take care of
benefits, so you can
take care of business.**

To learn more, contact your AGB representative, broker or consultant or visit us on the Web at www.aetnaglobalbenefits.com.

*Plan Sponsor Survey conducted by DSS Research, March 2008.

†Plans and programs are offered, underwritten or administered by Aetna Life & Casualty (Bermuda) Ltd. or Aetna Life Insurance Company (Aetna).

Aetna does not provide care or guarantee access to health services. Not all health services are covered. Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Information is believed to be accurate as of the production date; however it is subject to change. For more information about Aetna Global Benefits plans, refer to www.aetnaglobalbenefits.com.

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