

Measuring your service experience

2006 AGB Plan Sponsor Survey Results

Measuring our future against our past

You have choices about what benefits you offer your employees. At **Aetna Global Benefits (AGB)**, we feel that one of the critical elements of our business is to continually solicit feedback to ensure your experience with us is exceeding expectations.

In keeping with this philosophy, we have recently completed our 5th consecutive plan sponsor survey.* This annual tool helps us help you best achieve your business goals.

What matters most

This year, close to 200 of our customers shared the top things they're looking for in a benefits carrier. For starters, we found that 60 percent think that "service" is the single most important factor in choosing a benefits company for employees living or working outside their home country. Other attributes like "customer service," "cost savings," "ease of use" and "product variety" rank right below.

"Service" is at the top of our list too. Our concierge-level of service philosophy sets us a world apart in the marketplace. We further demonstrate our value by providing customizable solutions and flexible cost arrangements.

We also found that at least eight in ten customers are interested in taking their benefits package to the next level with value-added services like an eligibility/enrollment application, services utilization reports, virtual enrollment guides and additional Web-based resources for plan administration.

That's just what we like to hear — a need for innovation. We're delivering with our Web-based enrollment application, which makes the paper-pushing process of yesterday a thing of the past. This system allows for real-time benefits enrollment, adjustments and more.

Are your employees scattered around the globe, making communications a challenge? We've got a solution for that too. Located on our secure member Website at www.aetnaglobalbenefits.com is an on-demand, virtual employee benefits meeting that walks new assignees and seasoned expats through their AGB plan — on their time.

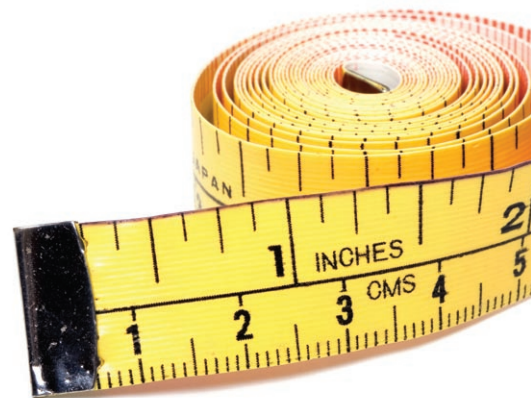
At AGB, we're all about "out with the old, and in with the new." We're committed to bringing innovation to an ever-changing world, and we couldn't do it without your valuable feedback.

Aetna Global Benefits®

www.aetnaglobalbenefits.com

Plan Sponsor Survey Snapshot

- 5th consecutive year
- Measuring customer satisfaction
- Enhancing customer experience



*Plan Sponsor Survey conducted by DSS Research, March 2007.

We want you to know®



At your service — anytime, anywhere.

Concierge Corner

Surveying plan sponsors isn't all we're doing to enhance the AGB experience. Our account management team also works hard to ensure our customers are getting the best benefits management around. In fact, in a recent account management satisfaction survey,* 96 percent of plan sponsors gave us the thumbs-up!

Breaking down the numbers

Here's a quick glimpse into what our customers are saying about us for the year 2006:

TOPIC	SATISFACTION RATE
Overall satisfaction	96%
Likely to recommend AGB	100%
Satisfaction with AGB program management	93%
Knowledgeable & competent staff	96%
Innovative services	96%
Accurate, timely response to requests	92%
Product range	95%
International Health Advisory Team (IHAT) as valuable resource	100%
Accurate claims processing	93%
Timely claims processing	90%



**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.

*Based on our internal survey conducted October 2006.

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

Information subject to change. For more information about Aetna Global Benefits plans, refer to www.aetnaglobalbenefits.com.

©2007 Aetna Inc.

46.02.104.1 (9/07)

