



## Operation: Open Enrollment Success

### PARTICIPANT SATISFACTION

96%

### CONTACT CENTER NPS

81%

### AVERAGE SPEED TO ANSWER

33 SECONDS

### ABANDONMENT RATE

1.2%

### LIVE AGENT CHAT RESPONSE

23 SECONDS



*"Thank you again for your help! You ALWAYS go above and beyond for me and our employees"*

*"My experience was so awesome! ... Irving explained things well, and researched smaller items to be sure it was all very clear!"*

*"We've had a very positive experience with Open Enrollment this year. It's been great so far! Keep up the great work!!"*

*"I can't thank you and Aptia enough for your help. Our retirees are lucky to have you folks as a trusted resource."*



Contact us to learn how Aptia can bring peace of mind for your benefits administration.



**Aptia**

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Results are from October 1, 2024 - December 31, 2024 and reflect the Aptia365 solution