



BROKER & CONSULTANT **Superior Service Guarantee**

DentaQuest is committed to providing the highest level of service to its Brokers and Consultants as well as its Plan Sponsors. That is why we have developed one of the industry's most comprehensive service guarantees specifically for Brokers and Consultants. Our Superior Service Guarantee promises quality customer service in writing and is backed by a comprehensive refund policy. If DentaQuest pays the Plan Sponsor for any service failure regarding the following guarantees*, we will also pay the Broker/Consultant.

1. No-Hassle Customer Relations

DentaQuest will either immediately resolve your question over the phone or guarantee you an initial update within one business day and continuous follow-up through resolution.

The Refund

\$50 paid to the group per occurrence.

2. Quick Claims Processing Turnaround Time.

During the course of a policy year, 90% of the groups' claims will be processed accurately within 15 business days upon

The Refund

The administrative fee charged for the group's last month of service.

3. Accurate and Quick Turnaround of ID Cards.

A complete and accurate identification card for each subscriber will be mailed to the group or to subscribers' homes within 15 business days of receipt of the completed enrollment application.

The Refund

\$25 paid to the Broker/Consultant per ID card.

4. Timely Payment of Commissions

DentaQuest guarantees that over the course of an agreement year, one hundred percent (100%) of all commissions will be paid within the month, provided DentaQuest has received the Plan Sponsor's monthly premium by the end of that month.

The Refund

If the commission is not adjudicated within thirty (30) business days, the Broker/Consultant may request a payment of fifty dollars (\$50).

*Specific guarantees vary by product.

DentaQuest provides dental benefit programs to employers, unions, and associations located in Maryland and Washington, D.C. through DentaQuest Mid-Atlantic, Inc.; and to those located in Virginia through DentaQuest Virginia, Inc. ©2010 DentaQuest