



CLASSIC, ADVANTAGE & SELECT Superior Service Guarantee

DentaQuest is committed to providing the highest level of service to all our customers. That's why we have developed one of the industry's most comprehensive service guarantees. Our Superior Service Guarantee promises quality customer service in writing, and is backed by a comprehensive refund policy.

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.

3. Direct Access to Participating Specialists

DentaQuest guarantees that members will never have to obtain a plan authorization or referral to seek treatment from a participating specialist.

The Refund

\$50 paid to the group per occurrence.

4. 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 group per late or incorrect ID card.