

# Fulfilling Promises

## 2022 Client Satisfaction Survey Results

We asked 3,200 plan sponsors to rate their experience with BPAS on a scale of 1 to 10. We also asked for suggestions on what we could do better. Thanks to all of you who participated. Here are the results:

**95%** of clients are **very satisfied** with BPAS

- ★ "Our rep is much more responsive and easier to contact than our old provider"
- ★ "I encourage BPAS to keep doing what you've been doing. Continue delivering a superior service experience along with memorable, capable sales professionals as you have been."
- ★ "I am experiencing much better customer support at BPAS than I did at my previous carrier."
- ★ "Great company. Easy to work with."

## BPAS Plan Consultants Ratings

Average rating on a scale of 1 to 10



- ★ "Incredible customer service."
- ★ "Diligent, quick responder, and caring are all words we use to describe (our BPAS plan consultant)."
- ★ "(Our consultant) is always quick to answer any questions and resolve any issues. She is both professional and knowledgeable at every level."
- ★ "Always available when we have questions or need assistance. Always willing to help. Great customer service experience."

"I implemented new payroll software at the end of 2021. I love the 360 integration between BPAS and (our new system). It saves me lots of time."



"Professional and excellent service."

"New site is very informative and is a great tool for our employees."



"Great support, reasonable fees, and deep fund options."

"They're an excellent resource!"



## Your Opinion Matters

At BPAS, we always respond to your needs. Please keep the ideas and feedback coming. We're listening! Watch for more product and service enhancements in the coming months.