

Clarity 2011 Survey Results Summary

100% of clients would recommend Clarity



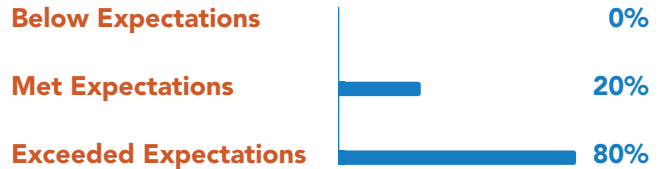
Survey Reveals Clarity Delivers on Client Priorities

An annual client satisfaction survey based on 2010 performance has revealed Clarity's exceptional standing with its clients within the Healthcare Industry. 97.3% of respondents state Clarity delivers on its promise of application excellence and top-notch customer service.

In addition, every client surveyed said they would recommend Clarity to another organization.

Clarity prides itself on anticipating and responding to client needs from implementation through production. 100% of clients rated their overall experience with Clarity as good or excellent and equally, all are satisfied with the turn-around time on their materials.

Even off hours, Clarity is available to help clients resolve questions, issues or concerns. 83% of clients feel they have 24/7 access to the appropriate contacts to take action. When asked to rate Clarity's level of customer service, they responded:



One client noted, "Clarity has been a valuable partner for our organization. Their attention to detail identified gaps in our previous process and assisted our organization in having our most successful open enrollment to date." Most clients agree: over 94% consider Clarity a partner, not a vendor.

Clarity continues to deliver innovative solutions in response to the changing health plan marketplace. 75% of clients state that portal integration and portal delivery are compelling reasons to work with Clarity. For those using e-delivery, 100% feel Clarity's solution meets or exceeds their expectations.

"Clarity is constantly looking forward to delivering solutions that address tomorrow's challenges today." said Clarity's President, Sean Rotermund. "This annual survey gives us insight into our performance and helps us identify areas for improvement and future development. This ongoing dialogue with clients is central to how we do business and why we can be such a successful partner to health plans."