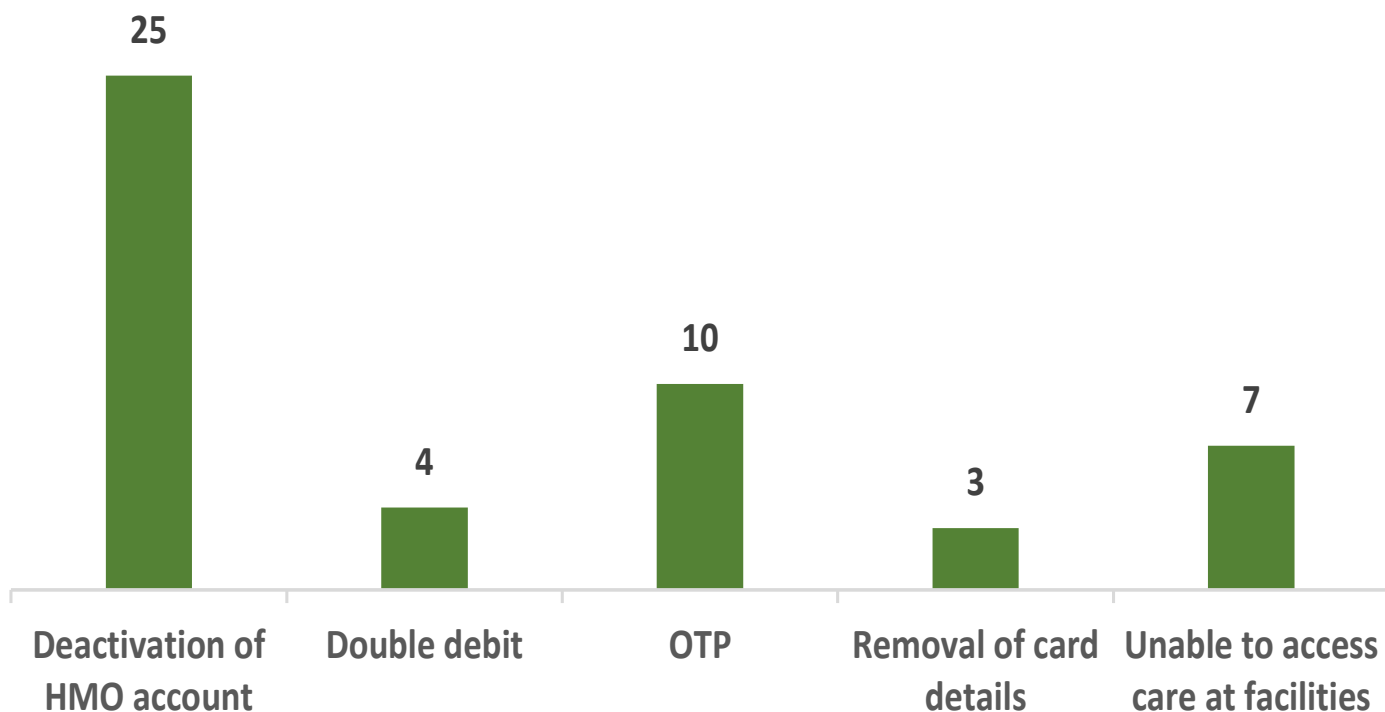




HEALTHINSURED CUSTOMERS FEEDBACK ANALYSIS



Top 5 Complains by Estimated Number



INSIGHTS

1. Deactivation of HMO account has the highest Estimated number of complain
2. OTP complain, and
3. Unable to access care at facilities

RECOMMENDATIONS

1. Team member in charged should always check and recheck before deactivating customer.
2. Website improvement should be taken care of. Or OTP should be send directly to customers registered phone number instead of mail.
3. Hospitals inspections should be carried out by the HMO and the Team members