

Complaints

2020 – 2021 Complaints Data

Month	Assister	Broker	Carrier	Customer Service	Enrollment Center	HFC	Misinformation	Other	Policies	Processing Time	Total
2020											
July		3	1	9				2	3		18
August		1	2	2				4	2		11
September				5		1	2	7			15
October				5		1	1	2	1		10
November	1	3	6	29	2	2	10	20	4	3	80
December		2	3	31			2	10		1	49
Total	1	9	12	81	2	4	15	45	10	4	183
2021											
January		1		34	1		1	2	3	2	44
February			1	13			2	3			19
March		1	3	2				1			7
April		1	1	3			1				6
May				2							2
June			1	2			1		1		5
July			1					1	2		4
August			2	1				1			4
September			2	3			1		1		7
October		1	2	1				4			8
Total	0	4	13	61	1	0	6	12	7	2	106