

2011 Annual Report Card



*m*yCafeteriaPlan periodically asks our clients for a "Report Card". We ask them to evaluate our account representatives, our customer service staff, our Web site, plan enrollment and our overall performance. The following information represents our most current "Report Card".

Overall, the Annual Client Survey results confirm that myCafeteriaPlan continues to be recognized by its clients for our commitment to outstanding customer service and a trusted business partner.

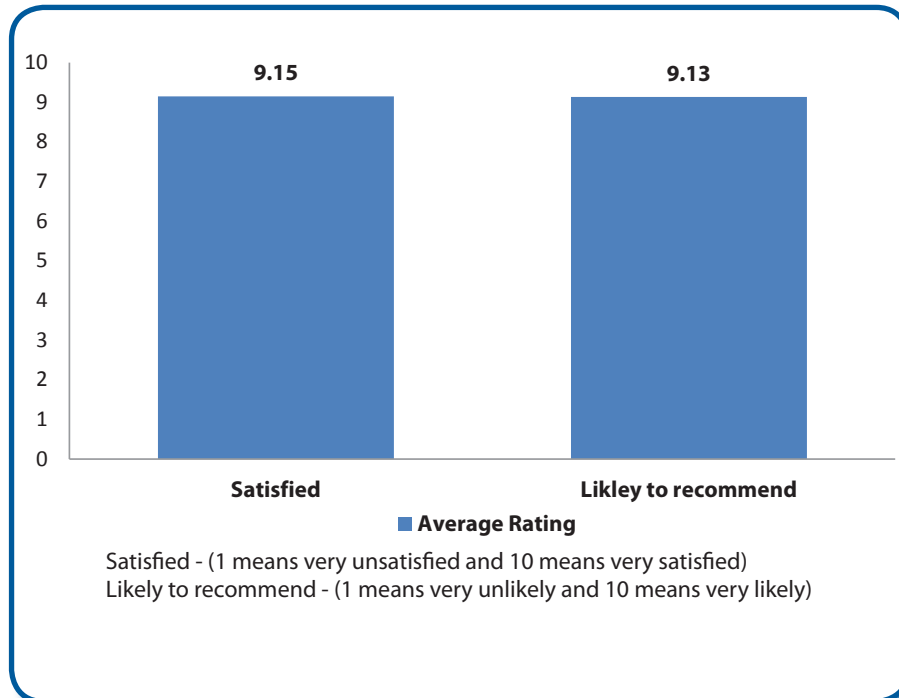
Thanks to everyone who participated in the survey. We appreciate your kind remarks and the confidence that you have placed in us by using our services. We realize that you have many options and it is an honor to have been selected to serve your benefits administration needs. Please be assured that we are continually looking for ways to improve our services in an effort to better serve you. Our mission... Happy Employees, Happy Employers. Thanks for being part of the BPI team!



432 East Pearl Street • Miamisburg, OH 45342
(937) 865-6501 or (800) 865-4485

Results

Client Satisfaction with myCafeteriaPlan



10

Our clients gave us a ten as the median score for how satisfied they are with us and how likely they are to recommend myCafeteriaPlan. The median is the middle number in list of numbers; that means half of the scores were 10!

Happy Employees Happy Employers™

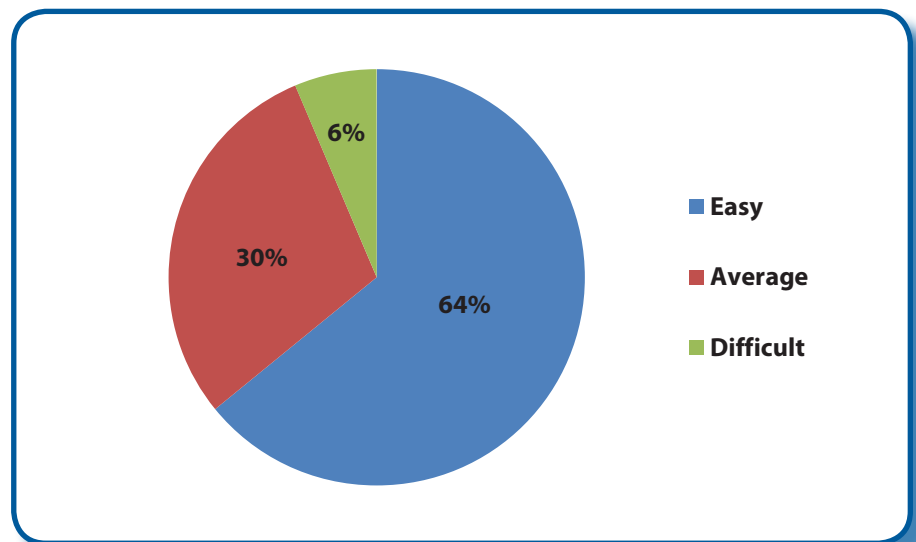
For more than 25 years BusinessPlans, Inc., has been building relationships with companies throughout the U.S. by offering **employee benefits and communication solutions** through our three divisions:

- **myBenefitStatements**
- **myCafeteriaPlan**
- **myCobraPlan**

We believe that the **happiest employers have happy employees**. To that end, we work hard to ensure employees like yours are happy. We do this by staying true to our values of:

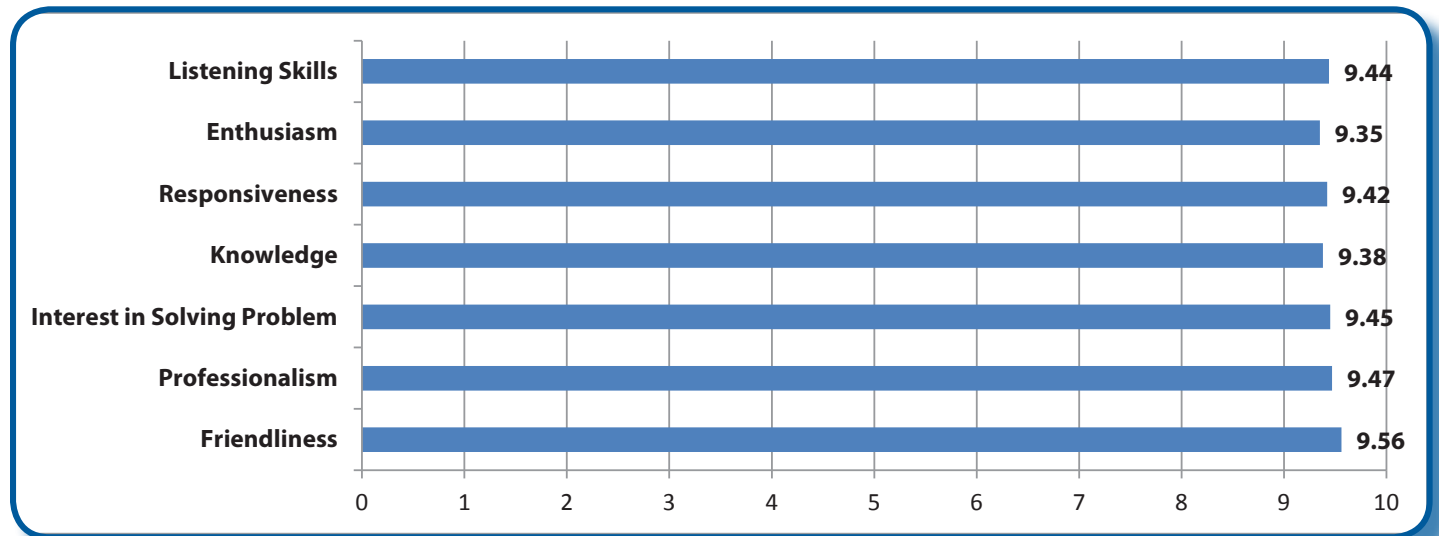
- **Relationship**
- **Dependability**
- **Excellence**
- **Integrity**
- **Innovation**

Client Satisfaction with Web Site



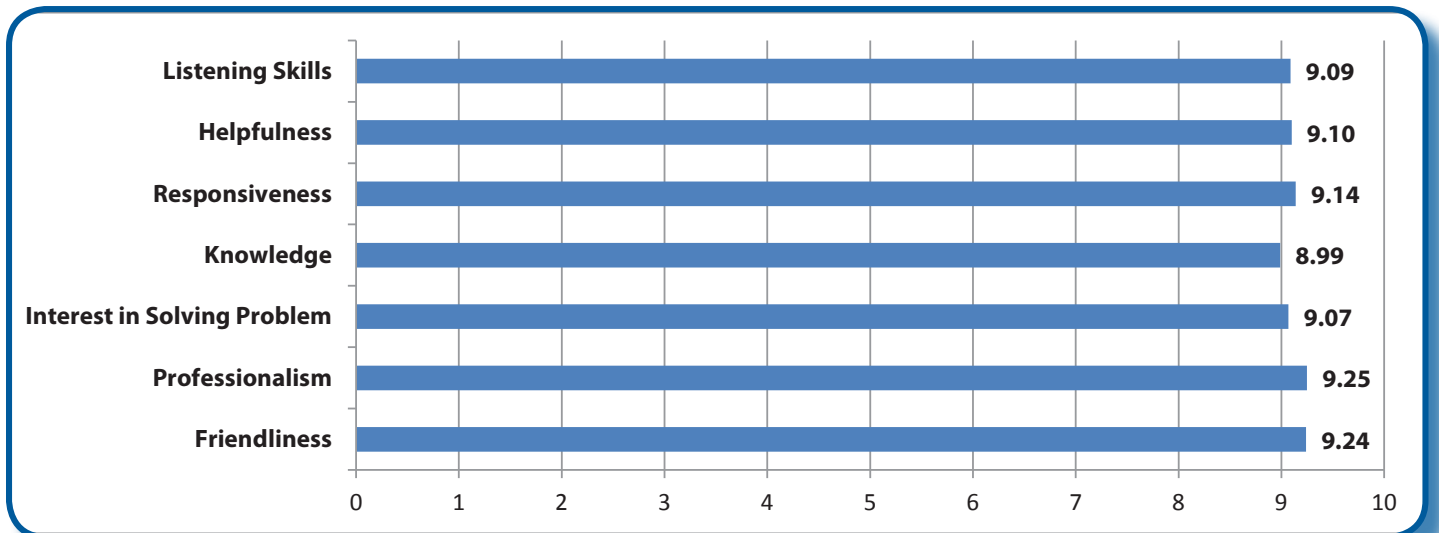
Results

Client Rating of our Customer Service Representatives



(1 means poor service and 10 means excellent service)

Client Rating of our Account Representatives



(1 means poor service and 10 means excellent service)

Happy Employees Happy Employers™

When we asked our clients if there's anything else we should know, here's a sampling of what they had to say about myCafeteriaPlan...

"myCafeteriaPlan has by far the best customer service. Response time is excellent and we have never had to worry about not hearing back or receiving incorrect information." - Deputy Finance Director, Ohio

"Seriously, you guys are the best people to work with. Phone calls always returned, e-mails answered promptly, reliable processing of 125 checks and if a problem occurs it is taken care of immediately." - Accountant, Ohio

"The friendliness, knowledge and professionalism is what customer service should be all about. You get it right!" - HR Assistant, Florida

"We are extremely pleased with our cafeteria plan. Customer service is one of the very best. Very timely response to questions, further information to help us spend wisely." - Office Manager, Maine

"myCafeteriaPlan is the best of the providers we use. They are always responsive, friendly and extremely helpful!" - HR Director, Ohio

"myCafeteriaPlan stands out for their Customer Service because (1) there is always a person who answers the phone (2) I always get a prompt response when I have a request, and (3) everyone is very knowledgeable and professional." - Plan Administrator, Tennessee

"I have always been impressed with the service our company has received from everyone we've come in contact with at myCafeteriaPlan. We are a mid-sized company with low enrollment, but any time I have called your company I either get an immediate answer or if the person does not know the answer, they find the answer and get back with me. I cannot think of one occasion where I did not receive a call back in a timely manner." - Executive Director, Pennsylvania

Methodology:

The survey referenced in this report was conducted and administered by BusinessPlans, Inc. - myCafeteriaPlan. The E-mail link to the survey was sent to 236 daily contacts at myCafeteriaPlan client companies.