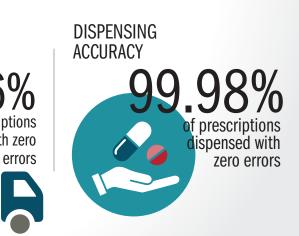


## 2021 **PERFORMANCE SNAPSHOT**

**TURNAROUND TIME** CALL CENTER PERFORMANCE **SPECIALTY** PHARMACY DAYS answered within to fill 30 seconds prescriptions COMPLAINT CONSUMER DISTRIBUTION **RESPONSE TIME** SATISFACTION ACCURACY of prescriptions distributed with zero

DAYS

5% **70** of calls of calls abandoned



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