



AlwaysCare Benefits' 2013 Survey of Customer Satisfaction Reveals an Increase in Member Satisfaction

BATON ROUGE, La. – August 20, 2013 –AlwaysCare Benefits, Inc., one of the fastest-growing group benefits and insurance providers in the United States, achieved **98 percent overall satisfaction** in a recent dental and vision member satisfaction survey.

“We pride ourselves in upholding aggressively high standards of customer service and quality,” said AlwaysCare President Erich Sternberg. “Year after year we experience tremendous customer loyalty, with 91 percent of our Members willing to recommend AlwaysCare to a family member or a friend. We believe this allegiance is a key differentiator for us in the voluntary benefits industry.”

Since this survey was first conducted, AlwaysCare has observed that its members have consistently expressed high levels of satisfaction with the products and service they receive. The survey results also revealed:

- 99 percent of Members agree that the AlwaysCare Member Services Representative they have previously worked with was courteous, helpful and knowledgeable.
- 99 percent of Members agree that when needed, it was easy to obtain assistance.
- 96 percent agreed that accessing a participating dental and/or vision provider was an easy experience.

AlwaysCare offers supplemental group plans including dental, vision, critical illness, accident, life, short and long term disability and limited benefit medical coverage, with employer-sponsored and voluntary plans to fit almost any need. AlwaysCare makes life a little easier for its members, employee benefit administrators and dental and vision care providers with one bill, one point of contact, one phone number, one customer service center and one website to manage their supplemental benefits.

About AlwaysCare Benefits, Inc.:

AlwaysCare Benefits, Inc. is the sister company of Starmount Life Insurance Company, both privately owned businesses. Known for reliable service and customer satisfaction, Starmount Life designs and underwrites innovative individual insurance products, while AlwaysCare offers and administers individual and group ancillary benefits, including Dental, Vision, Critical Illness, Accident, Life, Disability, and Limited Benefit Medical plans. For more information, please visit www.AlwaysCareBenefits.com or call 1-888-729-5433.

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