

Dear Retiree,

The Coalition of AT&T Retirees is interested in learning about your experiences with vendors that AT&T contracts with to handle our benefits.

The coalition will compile the responses received and share the findings with AT&T representatives and coalition members.

We hope that you will take a few moments to complete this survey, add your comments in spaces provided, and return it via e-mail or in the enclosed envelope.

Thank you in advance for your interest and participation,

The AT&T Retiree Coalition Leadership

2008 Survey

Please indicate your responses with an X.

First, we need to know a little bit about you:

Do your AT&T benefits cover you, the retiree only, or both you and your dependents?

Retiree only _____ Retiree and Dependents _____

Are you covered by Medicare?

Retiree: Yes ___ No ___

Dependant: Yes ___ No ___ Not Applicable ___

Are you a Union Retiree _____ or Management Retiree _____?

1. Were AT&T 2008 Benefits Enrollment materials received by you timely?

Very Timely ___ Somewhat Timely ___ Not Very Timely ___ Not Timely at all. _____

Comments: _____

2. Were your 2008 Benefit Enrollment materials accurate?

Very Accurate ___ Somewhat Accurate ___ Not Very Accurate ___ Not Accurate at all. _____

*Comments: _____

3. How easy or difficult was it for you to get correct information regarding your AT&T 2008 Benefits during the recent 2008 Annual Benefits Enrollment process?

Very Easy ___ Somewhat Easy ___ Somewhat Difficult ___ Very Difficult _____

*Comments: _____

4. How easy or difficult was it for you to understand the written information you received from AT&T as part of the recent 2008 Annual Benefits Enrollment process?

Very Easy___ Somewhat Easy___ Somewhat Difficult___ Very Difficult. ___

*Comments: _____

5. Overall, how satisfied are you with the following AT&T Benefits vendors?

*United HealthCare: Very Satisfied___ Somewhat Satisfied___ Somewhat Unsatisfied___ Very Unsatisfied___ Does Not Apply_____.

*Blue Cross: Very Satisfied___ Somewhat Satisfied___ Somewhat Unsatisfied___ Very Unsatisfied___ Does Not Apply_____.

*CIGNA: Very Satisfied___ Somewhat Satisfied___ Somewhat Unsatisfied___ Very Unsatisfied___ Does Not Apply_____.

*CVS/Caremark: Very Satisfied___ Somewhat Satisfied___ Somewhat Unsatisfied___ Very Unsatisfied___ Does Not Apply_____.

*Hewitt: Very Satisfied___ Somewhat Satisfied___ Somewhat Unsatisfied___ Very Unsatisfied___ Does Not Apply_____.

*Fidelity: Very Satisfied___ Somewhat Satisfied___ Somewhat Unsatisfied___ Very Unsatisfied___ Does Not Apply_____.

*Comments: _____

6. How Courteous or Discourteous did you find AT&T Benefit vendors when you called them during 2008 Benefits Enrollment?

*United HealthCare: Very Courteous___ Somewhat Courteous___ Somewhat Discourteous___ Very Discourteous___ Does Not Apply_____.

*Blue Cross: Very Courteous___ Somewhat Courteous___ Somewhat Discourteous___ Very Discourteous___ Does Not Apply_____.

*CIGNA: Very Courteous___ Somewhat Courteous___ Somewhat Discourteous___ Very Discourteous___ Does Not Apply_____.

*CVS/Caremark: Very Courteous___ Somewhat Courteous___ Somewhat Discourteous___ Very Discourteous___ Does Not Apply_____.

*Hewitt: Very Courteous___ Somewhat Courteous___ Somewhat Discourteous___ Very Discourteous___ Does Not Apply_____.

*Fidelity: Very Courteous___ Somewhat Courteous___ Somewhat Discourteous___ Very Discourteous___ Does Not Apply_____.

*Comments: _____

7. How much Knowledge did AT&T Benefits vendors display when you called them during 2008 Enrollment?

*United HealthCare: A lot of Knowledge___ Some Knowledge: ___ Little Knowledge___ No Knowledge___ Does Not Apply_____.

*Blue Cross: A lot of Knowledge___ Some Knowledge: ___ Little Knowledge___ No Knowledge___ Does Not Apply_____.

*CIGNA: A lot of Knowledge___ Some Knowledge___ Little Knowledge___ No Knowledge___ Does Not Apply_____.

*CVS/Caremark: A lot of Knowledge___ Some Knowledge: ___ Little Knowledge___ No Knowledge___ Does Not Apply_____.

*Hewitt: A lot of Knowledge___ Some Knowledge___ Little Knowledge___ No Knowledge___ Does Not Apply_____.

*Fidelity: A lot of Knowledge___ Some Knowledge___ Little Knowledge___ No Knowledge___ Does Not Apply_____.

*Comments: _____

8. When a callback was necessary, how promptly did 2008 AT&T Benefits Enrollment vendors contact you?
 *United HealthCare: Very Promptly _____ Somewhat Promptly _____ Not Very Promptly _____ Did Not Call Me Back _____ Does Not Apply _____.
 *Blue Cross: Very Promptly _____ Somewhat Promptly _____ Not Very Promptly _____ Did Not Call Me Back _____ Does Not Apply _____.
 *CIGNA: Very Promptly _____ Somewhat Promptly _____ Not Very Promptly _____ Did Not Call Me Back _____ Does Not Apply _____.
 *CVS/Caremark: Very Promptly _____ Somewhat Promptly _____ Not Very Promptly _____ Did Not Call Me Back _____ Does Not Apply _____.
 *Hewitt: Very Promptly _____ Somewhat Promptly _____ Not Very Promptly _____ Did Not Call Me Back _____ Does Not Apply _____.
 *Fidelity: Very Promptly _____ Somewhat Promptly _____ Not Very Promptly _____ Did Not Call Me Back _____ Does Not Apply _____.
 *Comments: _____

9. How satisfied are you with the out-of-pocket costs of your benefits?
 Very Satisfied _____ Somewhat Satisfied _____ Somewhat Unsatisfied _____ Very Unsatisfied _____ Does Not Apply _____.
 *Comments: _____

10. How confident are you that a vendor issue you reported to AT&T will be addressed?
 *United HealthCare: Very Confident _____ Somewhat Confident: _____ Not Very Confident _____ Not Confident At All _____ Does Not Apply _____.
 *Blue Cross: Very Confident _____ Somewhat Confident: _____ Not Very Confident _____ Not Confident At All _____ Does Not Apply _____.
 *CIGNA: Very Confident _____ Somewhat Confident: _____ Not Very Confident _____ Not Confident At All _____ Does Not Apply _____.
 *CVS/Caremark: Very Confident _____ Somewhat Confident: _____ Not Very Confident _____ Not Confident At All _____ Does Not Apply _____.
 *Hewitt: Very Confident _____ Somewhat Confident: _____ Not Very Confident _____ Not Confident At All _____ Does Not Apply _____.
 Fidelity: Very Confident _____ Somewhat Confident: _____ Not Very Confident _____ Not Confident At All _____ Does Not Apply _____.
 *Comments: _____

11. Please choose the method you prefer for receiving Annual Benefit Enrollment information.
 *I prefer to receive Annual Benefit Enrollment information via my e-mail. YES _____ NO _____
 *I have a computer and e-mail but prefer to receive Enrollment information via U.S. Mail for review purposes and documentation. YES _____ NO _____
 *I don't have a computer or access to e-mail and need to have Enrollment information provided via U. S. Mail. YES _____ NO _____
 *Comments: _____

