

## We Guarantee Our Service

We offer the following three service guarantees to our Individual Dental Benefit customers:

### THE SERVICE

### THE GUARANTEE

### THE REFUND

**1**

#### ACCURATE AND QUICK TURNAROUND ON CONTRACT PACKAGE

Northeast Delta Dental guarantees that the Contract Package will be mailed within 15 calendar days following the later of the effective date or the date we have received all the required materials to complete your application.

Our failure to meet the guarantee will result in a refund of \$50.

**2**

#### EXCEPTIONAL CUSTOMER SERVICE

Northeast Delta Dental will resolve telephone inquiries immediately or provide an initial update within one business day and notify you upon resolution.

Our failure to meet the guarantee will result in a refund of \$50.

**3**

#### NO INAPPROPRIATE BILLING BY PARTICIPATING DENTISTS

Patients will not be charged for more than the appropriate co-payments at the time of service or for any difference between a participating dentist's submitted fee and Northeast Delta Dental's approved amount, as indicated on the Explanation of Benefits form.

Our failure to meet the guarantee will result in a refund of \$50.

Many companies promise excellent service—Northeast Delta Dental guarantees it.

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