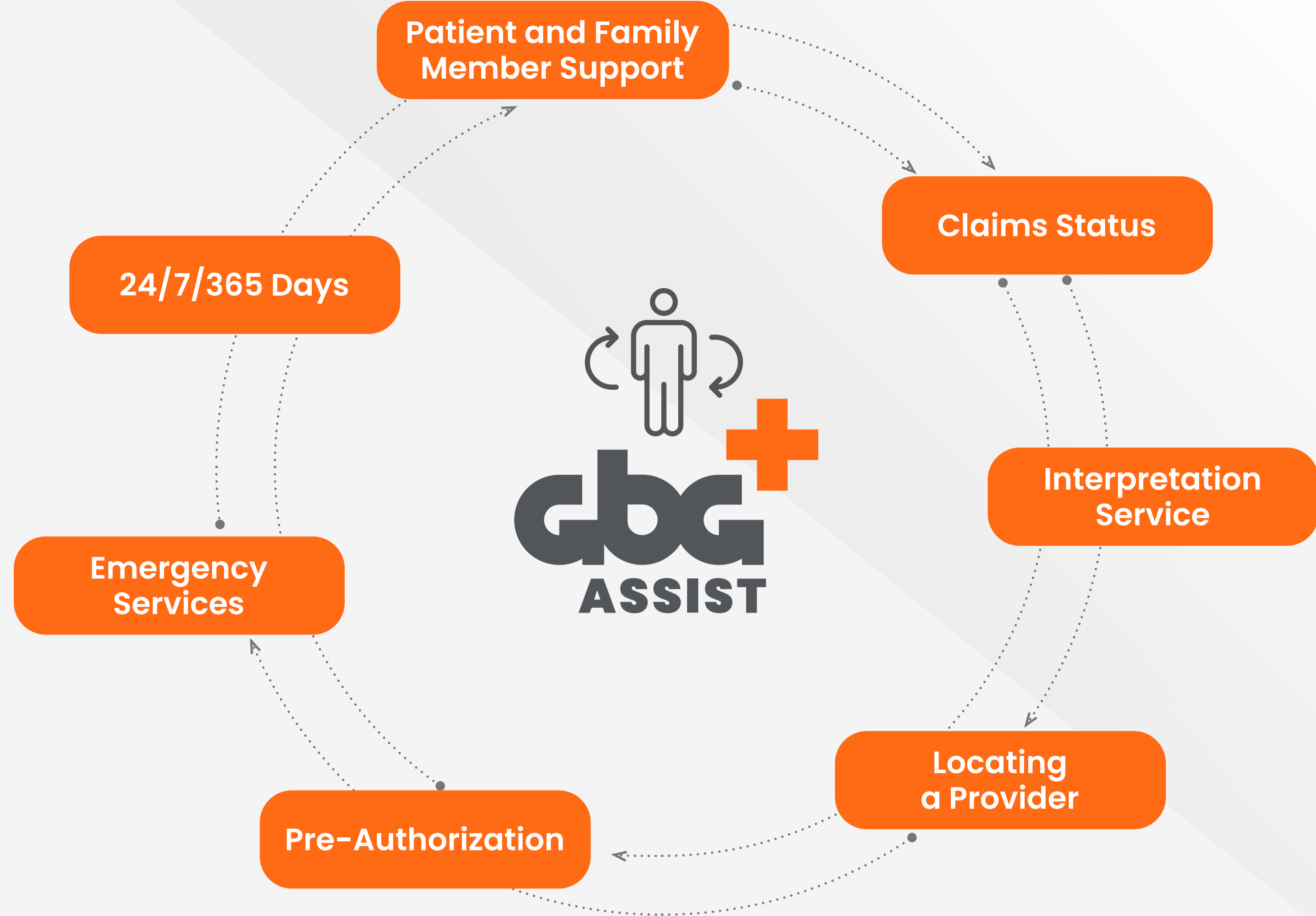


GBG is Always Here to Support You



Recent Enhancements

Speak to a doctor from the comfort of your home or anywhere, anytime with our GBG Virtual Care telehealth service.

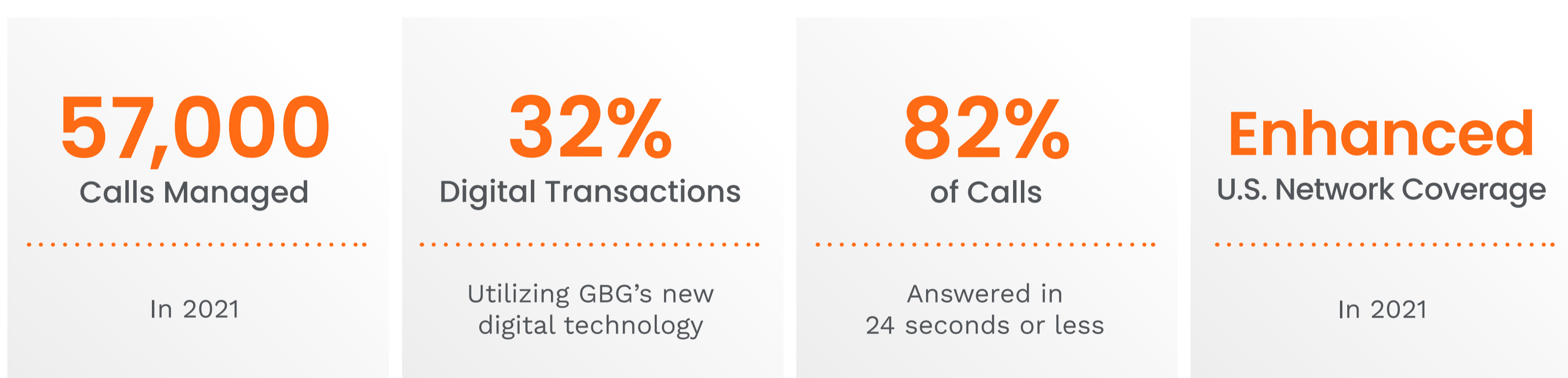
Experience all the functionality of our member portal now available in the MyGBG mobile app.

Our new gbg.com provides members and partners with an innovative, user-friendly website.

Fast and Easy Claims Processing



Member Service Excellence



Your Feedback is Important to Us!

- We monitor each member interaction with GBG everyday in real-time, taking feedback to proactively improve the member experience.
- We measure the quality of each interaction, personally following up on reviews to gather input to improve our technology and processes.
- We focus our surveys on the NPS standard of "how likely are you to recommend GBG to your friends/family and colleagues." We are proud that our NPS score continues to climb and is above the average in our industry.

Hear From a Few of Our Members

- "I liked the new interface as it really made the process easier."*
- "I am very happy with the simplicity of filing claims. This one is better than the previous one."*
- "My wife called saying she was in an ambulance with the kids after my daughter fell off a playground. I was connected with your Customer Service rep and she got all of the paperwork I needed sent to me and processed very quickly. By the time the family was ready to leave the hospital I had gotten the Guarantee of Payment to the finance dept of the hospital and it was all very well handled. I was very happy with GBG and the urgent and excellence provided in these stressful few hours. Well done."*
- "My family and I have been so thrilled and thankful for the support from GBG over the last year. They have been responsive to our requests and kind during our hardship."*
- "It is so easy to email the claims department. They are so easy to bank the claims department. The money is reimbursed quickly. I've never had to follow up."*

Big Things are Coming to GBG

New Agent Portal

Coming soon with a full self-service platform and world-class user experience.

Self-Serve Communication Module & Chat

Members will be able to get help immediately from their computer or smart devices with a fast resolution to their questions 24/7.

Your first call for all member services – from basic inquiries to medical emergencies and evacuation.

At GBG, innovation is at the forefront of what we do every day. In 2021, GBG implemented new technology that positively impacted our members globally. Continued digital transformation and improvement to technology and service delivery platforms are vital to our member support and overall customer experience.

Scott Sanders
GBG Head of Customer Experience