

Survey Results

Our legal plan sponsors, plan members and participating law firms are highly satisfied with the quality of service they receive from Hyatt Legal Plans and gave us high marks in a recent survey. The exceptional survey results demonstrate our ongoing commitment to providing quality service to legal plan sponsors, plan members and participating law firms.

Sponsor Survey Results

Our legal plan sponsors are highly satisfied with the overall quality of Hyatt Legal Plans. On average, 99% of respondents said Hyatt met or surpassed their expectations for account service.

- 99% said we met or surpassed their expectations for ease of administration
- 98% said we met or surpassed their expectations for value
- 98% said we met or surpassed their expectations for employee satisfaction

Plan Member Survey Results

Our legal plan members have told us year after year that they are pleased with the service they receive from us.

- 100% were satisfied or better that calls were answered quickly
- 100% were satisfied or better that helpful, courteous service was provided by our Client Service Representatives
- 99% were satisfied or better with the representatives' familiarity with covered benefits and the clarity of answers provided

Participating Law Firm Survey Results

Our network attorneys told us they have a positive experience with us and prefer working with us over our competitors.

- 97% rated their experience with Hyatt as "good" or "excellent"
- 86% chose us as the legal plan administrator that they preferred the most
- 75% believe we are better than all our competitors