

ClearlyRated Results Summary

RESPONSE BREAKDOWN

	ESC	2020 INSURANCE INDUSTRY
Net Promoter Score	74%	17.0%
Promoters	80.2%	39.0%
Passives	13.7%	39.0%
Detractors	6.2%	22.0%
Average Score	9.1	7.7

NPS DRIVERS

TOPIC	FULL QUESTION	ANSWERED YES
Differentiation	Our program with Essential StaffCARE helps differentiate us from other staffing firms.	92%
Value	Essential StaffCARE benefits offer better value than previous benefit programs offered to temporary workers.	93.9%
Retention	The Essential StaffCARE products we offer help us increase retention of the temporary employees we place	79%
Enrollment	The Essential StaffCARE enrollment process is easy for temporary workers.	93.6%
Administration of Benefits	The weekly administration of Essential StaffCARE benefits is simple and easy.	93.2%
ROI	Our Essential StaffCARE program delivers a positive ROI for our firm.	90.2%
Productivity	Essential StaffCARE helps our temporary workers stay healthy and productive.	90.6%

