

## Final OE9 Summary

PLAN SELECTIONS	TOTAL	PERCENT	LAST YEAR	PERCENT
Auto Renewals	14,681	77%	15,625	78%
Active Renewals	1,300	7%	1,032	5%
New Customers	3,052	16%	3,340	17%
<b>TOTAL</b>	<b>19,033</b>	<b>100%</b>	<b>19,997</b>	<b>100%</b>

*\* Auto Renewals include 91 people moved from Catastrophic to Bronze due to age.*

ACTIVE RENEWALS	TOTAL	PERCENT
Changed Metal Level	811	62%
Changed Carrier	126	10%
Changed Metal & Carrier	108	8%
Changed Plan Only	255	20%
<b>TOTAL</b>	<b>1,300</b>	<b>92%</b>

METAL LEVEL CHANGES	GAINS	LOSSES	IMPACT
Platinum	120	134	-14
Gold	280	211	69
Silver	185	357	-172
Bronze	310	195	115
Catastrophic	24	22	2
<b>TOTAL</b>	<b>919</b>	<b>919</b>	<b>0</b>

CARRIER CHANGES	TOTAL	PERCENT
From CareFirst to Kaiser	160	68%
From Kaiser to CareFirst	74	32%
<b>TOTAL</b>	<b>234</b>	<b>100%</b>