

## news release

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## **Newsweek Ranks Humana #1 in Customer Service Among Health Insurance Companies**

*Magazine Announces “America’s Best Customer Service 2019” Companies*

**LOUISVILLE, Ky.** — Nov. 26, 2018 — Leading health and well-being company [Humana Inc.](#) (NYSE: HUM) has been recognized by *Newsweek* as [Best in Customer Service among health insurance companies](#) in the magazine’s new “America’s Best Customer Service 2019” rankings.

In compiling its study, *Newsweek* and global research firm [Statista](#) collected and analyzed surveys from more than 20,000 U.S. consumers who have used services, made purchases, or gathered information about services or products in the past three years. Company rankings then were determined based on feedback regarding the company’s Net Promoter Score - the likelihood of customer recommendation - as well as on five consumer evaluation criteria: Quality of Communication; Technical Competence; Range of Services; Customer Focus; and Accessibility.

“Newsweek has always been committed to deep reporting about American workers, both the challenges they face and the transformations they achieve,” said Nancy Cooper, *Newsweek* Global Editor in Chief. “As we examined the larger, impersonal forces that are transforming retail, it seemed like a good time to recognize a more personal factor in business success: the ways in which many companies nurture their relationships with consumers.”

In all, *Newsweek* ranked companies across 141 sectors, including service providers, brick and mortar retailers, and online retailers. Humana ranked atop all companies evaluated in the Health Insurance Services category.

“We’re very proud to receive this top honor from Newsweek,” said Vicki Perryman, Humana Senior Vice President of Consumer and Provider Service and Solutions. “Humana’s customer service team is passionate about helping members achieve their best health, and dedicated to resolving inquiries as quickly as possible. We focus on personalized engagement with members and making a connection with them. They’re at the center of all we do.”

*Newsweek's* "America's Best Customer Service 2019" rankings are now [posted on the magazine's website](#), and will appear in an upcoming print edition.

### **About Humana**

Humana Inc. is committed to helping our millions of medical and specialty members achieve their best health. Our successful history in care delivery and health plan administration is helping us create a new kind of integrated care with the power to improve health and well-being and lower costs. Our efforts are leading to a better quality of life for people with Medicare, families, individuals, military service personnel, and communities at large.

To accomplish that, we support physicians and other health care professionals as they work to deliver the right care in the right place for their patients, our members. Our range of clinical capabilities, resources and tools – such as in-home care, behavioral health, pharmacy services, data analytics and wellness solutions – combine to produce a simplified experience that makes health care easier to navigate and more effective.

More information regarding Humana is available to investors via the Investor Relations page of the company's web site at [www.humana.com](http://www.humana.com), including copies of:

- Annual reports to stockholders
- Securities and Exchange Commission filings
- Most recent investor conference presentations
- Quarterly earnings news releases and conference calls
- Calendar of events
- Corporate Governance information

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