

2018 performance standards

Our mission at Hyatt Legal Plans has always been to provide high quality legal services to our members. We ensure this high level of service by setting performance standards for each department that interacts with our members. We measure these performance standards regularly to ensure we are providing the high level of service we promise.

	Performance standard:	How we deliver:
Client Service Center	Answering calls	Answer all calls to Hyatt's Client Service Center in 8 seconds or less, on average, by professionally trained Client Service Representatives.
	Call abandonment rate	Abandon less than 1% of telephone calls.
	Daily requests for information	Provide professional, personalized telephone assistance to 100% of clients requesting information. Mail, email or fax written materials the next business day.
	Eligibility inquiries	Respond no later than the next business day.
Attorney Management	Network access	95% of participants will have convenient access to network attorneys or additional attorneys will be added.
	Network Attorney responsiveness	Respond no later than the next business day.
	Issues regarding Network Attorneys	Ensure attorneys adhere to the Participating Law Firm guarantees in Hyatt's money-back guarantee. Guarantee participant satisfaction or refund payroll deductions.
	Participating Law Firms payments	Pay Participating Law Firms twice monthly.
Claim Processing	Processing accuracy	Thoroughly audit 100% of claims by a fully automated system to ensure complete accuracy in their processing.
	Fee reimbursements	Respond to all out-of-network reimbursements within 10 business days of receipt.
Administration	Calls from sponsors	Returned no later than the next business day.
Information Systems	Customer access	Maintain systems so that customers can access service 24/7.
	Data Security	Ensure security of client data.

Count on us for an exceptional service experience.

Group legal plans are provided by Hyatt Legal Plans, Inc., a MetLife company, Cleveland, OH. In certain states, group legal plans are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company, Warwick, RI.