

Dental Insurance Customer Satisfaction

A Record of Results

Principal® understands the advantages of good oral health and the effect it has on reducing significant health risk. For more than 50 years, we have been educating our members to seek regular, preventive dental care.

A leader in dental insurance

Principal is among the 10 top carriers overall:¹

- We serve more than 31,000 group employers, with 1.6 million covered members.
- Our dental members can choose from more than 420,000 total provider access points across the country, and our dental network ranks #1 in size in many metropolitan statistical areas.²
- Utilization of our PPO network resulted in an overall savings of \$141 million.³
- Principal Life's negotiated fee schedules saved dental members \$93 million in 2015.

Outstanding dental claims services

Our customer service garners high satisfaction levels from employers, employees and providers. In fact, 91% of inforce employer groups are very satisfied or satisfied with our dental claims services.⁴

CLAIMS HIGHLIGHTS	
Dental claims processed in 2015	2.8 million
Claims financial accuracy	99.8%
Claims processed within 10 business days	94.4%
Claims auto payment	69.1%
2015 Principal Life claims results	

CLAIMS SATISFACTION	
Claims services provided	86.8%
Accurate claims processing	86.5%
Timely claims processing	87.3%
2015 Principal Life Group Dental Claimant Satisfaction Survey	

Dental insurance from Principal Life delivers a complete package to satisfy customers.

¹ LIMRA New Sales and In Force Report, 2015, based on new subscribers

² April 2016 Strenuus data. Strenuus is a network comparison tool of national competitors.

³ Factors in leased partners.

⁴ 2015 Annual Dental Employer Satisfaction Survey.

FOR MORE INFORMATION

To learn more about dental offerings from Principal, contact your local sales representative or visit www.principal.com.



WE'LL GIVE YOU AN EDGE®

Principal Life Insurance Company, Des Moines, Iowa 50392-0001, www.principal.com

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