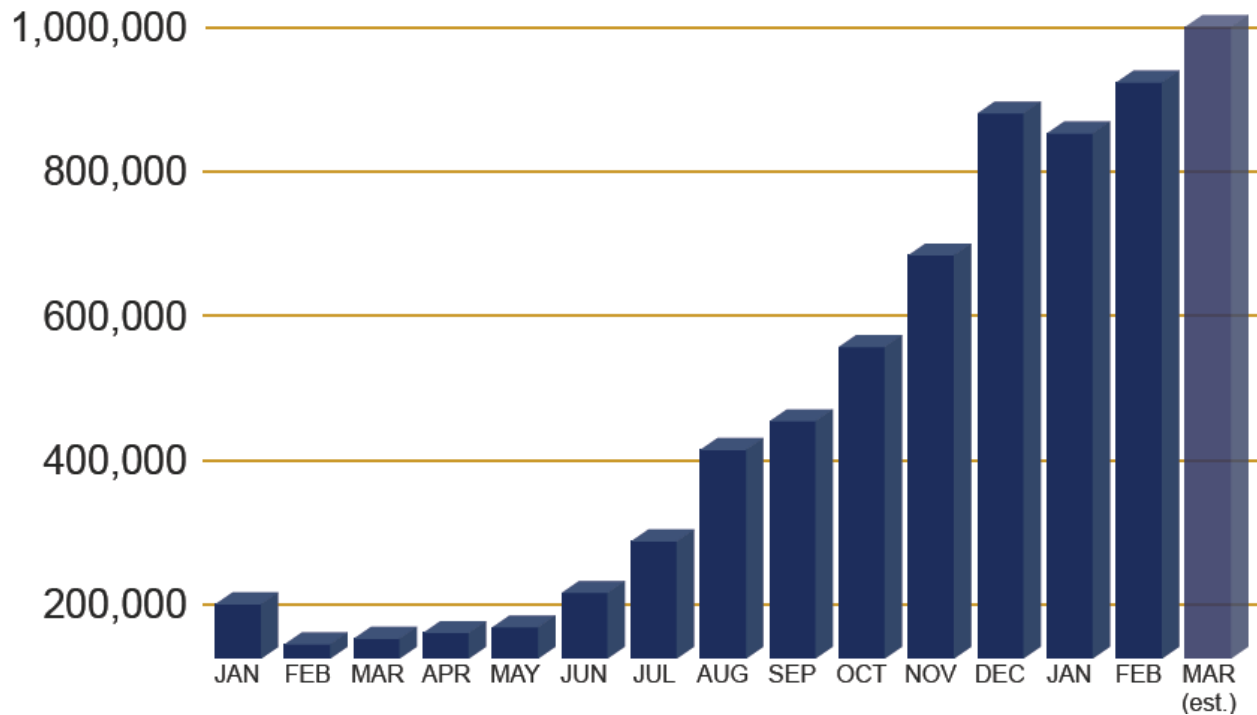


Veterans Choice Program: Monthly Call Volume

Improving Access to Care for America's Veterans



TOTAL CALL VOLUME
(Jan 2015 - Mar 2016)



- ➔ 10th Site of Operation, El Paso, to open on Friday, March 18
- ➔ 3,600 total staff
- ➔ Monthly Call Volume to reach 1 million in March 2016
 - 500% Growth since January 2015
- ➔ Average Speed of Answer (ASA) < 16 seconds
- ➔ Abandonment Rate of only 2%