

AGENDA

BROKER WORKGROUP MEETING

Date: January 14, 2022
Time: 11:00 a.m. – 11:30 a.m.
Location: [Attendee Link](#)

- **Pennie Updates for OEP 2022**
- **Updating Your Broker Profile to Reflect Languages**
- **Live Broker Survey/Debriefing for OEP 2022**
 - On a scale from 1 – 10 with 10 being the best, how would you rate your Pennie Broker Training or Re-Certification experience?
 - Did you make use of the Spanish application on pennie.com?
 - Did you find the language enhancements on Pennie's website helpful for customers whose primary language was not English?
 - Were you able to write more business in OEP 2022?
 - On a scale from 1 – 10 with 10 being the best, how would you rate your experience with Pennie's Broker Support Line +1 (844) 844-4440?
 - Did COVID-19 impact your work with customers?
 - Considering your average customer for Pennie – what is the median age?
 - Considering your average customer for Pennie – what are the most common races you serve (select all that apply)?
- **Questions or suggestions for Pennie?**