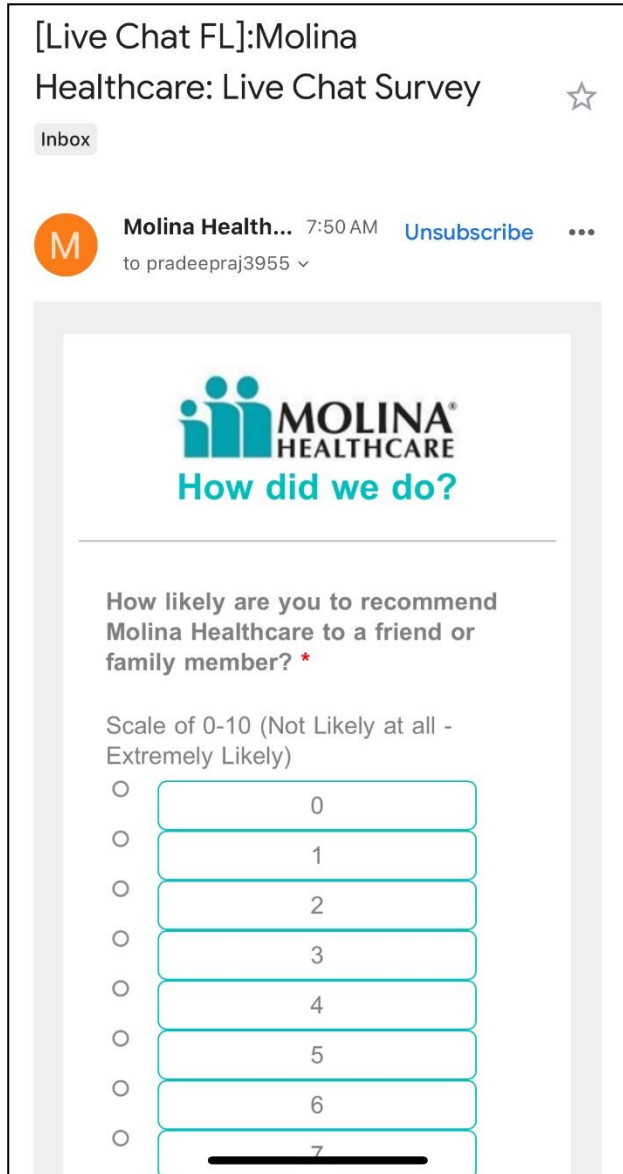




Molina Healthcare of Florida Email Script – Live Chat NPS Inbound Survey

Please note the name that appears below is for placement only and not a real member's email.

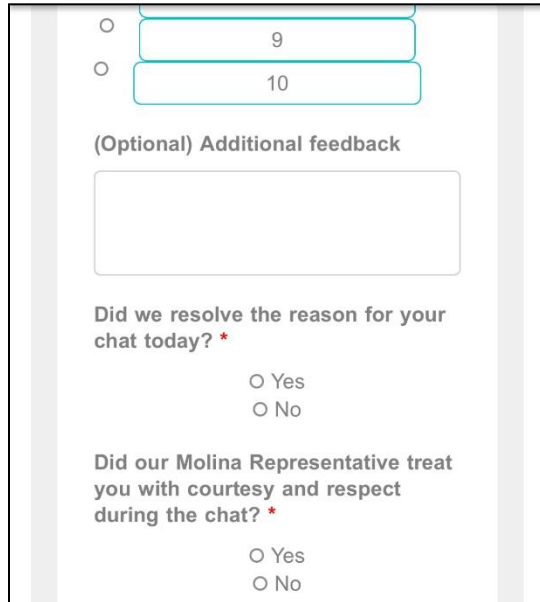




Molina Healthcare of Florida

Email Script – Live Chat NPS Inbound Survey

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A screenshot of a survey form with a light gray background. At the top, there are two radio button options, each followed by a rounded rectangular input field. The first option has the number "9" in its field, and the second has "10". Below these is the text "(Optional) Additional feedback" followed by a larger, empty rounded rectangular text box. The next section contains the question "Did we resolve the reason for your chat today? *" with two radio button options: "Yes" and "No". The final section contains the question "Did our Molina Representative treat you with courtesy and respect during the chat? *" with two radio button options: "Yes" and "No".

9

10

(Optional) Additional feedback

Did we resolve the reason for your chat today? *

Yes

No

Did our Molina Representative treat you with courtesy and respect during the chat? *

Yes

No

Molina Healthcare of Florida

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