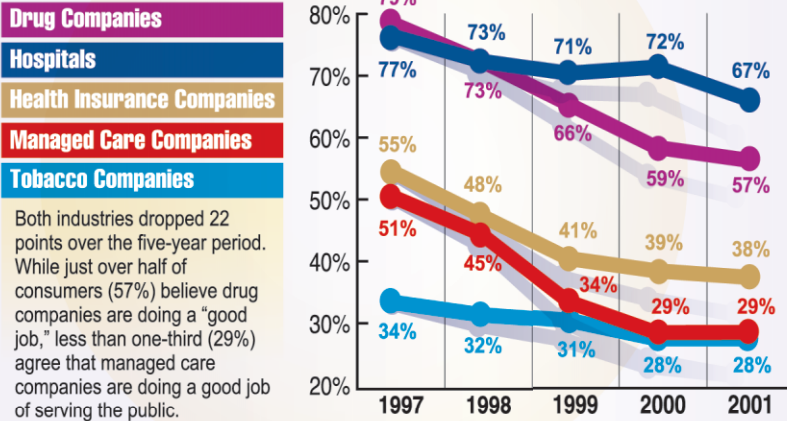


## Managed Care & Drug Companies Failing at Customer Service

Over a five-year period, consumers were asked if these five industries were doing a good job of serving the public. As you can see, faith in the managed care and pharmaceutical industries continues to erode.



SOURCE: Consumer backlash against Managed Care and Pharmaceutical Industries – bottomed out or in remission? *HarrisInteractive* May 29, 2001.

Both industries dropped 22 points over the five-year period. While just over half of consumers (57%) believe drug companies are doing a "good job," less than one-third (29%) agree that managed care companies are doing a good job of serving the public.