



## CERTIFICATE OF RECOGNITION



Humana wants to recognize one of your agents for truly living up to its service promise. They consistently deliver quality enrollments by listening, answering questions, and making sure beneficiaries understand their options. Their patience and care create real value, turning a potentially confusing situation into a smooth, positive experience. Please thank them for going the extra mile and showing what the service promise is all about.

# Kathleen Wilson

PSM – YourPlanChoice

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### EASE

Connect personally, communicate clearly, make every interaction stress-free.



Talk like a neighbor.

### QUALITY

Be thorough, accurate, and attentive; guide members to clarity and confidence in their decisions.



We don't guess. We ask.

### VALUE

Unite choices to meaningful outcomes, demonstrating the greater value of Humana—better care, health, and futures.



Guide members to their "clear choice."

