



News Release

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Delta Dental of Arizona Celebrates Grand Opening of New Corporate Headquarters together with 35th Anniversary

Phoenix, Arizona (August 30, 2007) —Delta Dental of Arizona, the state’s largest dental benefits provider, celebrates its 35th Anniversary along with the grand opening of their new corporate headquarters located in Glendale, Arizona.

Delta Dental of Arizona was incorporated in 1972 and today provides coverage for nearly half a million people through 1,200 employers sponsored plans. “Our success over the past 35 years can be attributed to several key elements,” explained President and CEO, Bernard Glossy. “If you ask our members, many will say it is our exceedingly large network of Delta Dental dentists. No other plan has as many to choose from, with offices all across the state and nation. Others will say it is the quality that Delta Dental represents and the fact that we’re a locally run business with friendly and knowledgeable customer service representatives. All of these factors have attributed to our success and have allowed us to be rated number one in the state for nine consecutive years (according to the Business Journal Book of Lists and Ranking Arizona).” Mr. Glossy added. “Most importantly, our success is the result of the dentists who support our networks and deliver quality dental care, the employers of Arizona who want to provide a quality dental plan for their employees, and our associates who are dedicated to providing quality customer service. None of this would be possible without everyone’s support and dedication to our mission.”

Delta Dental of Arizona’s new corporate headquarters is located at 5656 W. Talavi Boulevard, in Glendale, Arizona. This new two-story, 31, 350 square foot facility is indicative of the growth Delta Dental has experienced over the last five years. The company ranks highest in claim accuracy, timeliness and overall



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satisfaction. Customer loyalty is at an all time high, demonstrated by their 97% retention rate. One hundred percent of their claims are paid within seven days with 99 percent accuracy, and as a result, dentists and customer satisfaction levels remain high. "We are continually looking for new and better ways to improve our customer service, and increase our customer loyalty. One example of our commitment to improving quality customer service is demonstrated in our call center where the average wait time to speak to a representative is less than 19 seconds, which is 33 seconds faster than last year's average wait time of 52 seconds," Glossy said.

As a dental service corporation formed and governed by dentists, its goal is to provide quality oral healthcare to all Arizonans. Delta Dental of Arizona achieves this by offering quality group and individual dental and vision plans specifically tailored to meet the needs of its customers. "Access to dental care is one of the fundamental tenets of our mission statement," said Chairman of the Board of Directors, Dr. Robert Griego.

About Delta Dental of Arizona

Delta Dental of Arizona is the leading dental benefits provider in Arizona with the largest network of more than 2755 dentists, servicing 4200 locations and representing more than 80 percent of all dentists throughout the state. Passionate about oral health and its importance to generations of families, Delta Dental of Arizona has worked for 35 years to improve oral health by emphasizing preventative care and making dental coverage accessible to a wide variety of employers, groups and individuals. For more information about Delta Dental of Arizona, please visit the website at www.deltadentalaz.com.

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