

Multi-Language Options

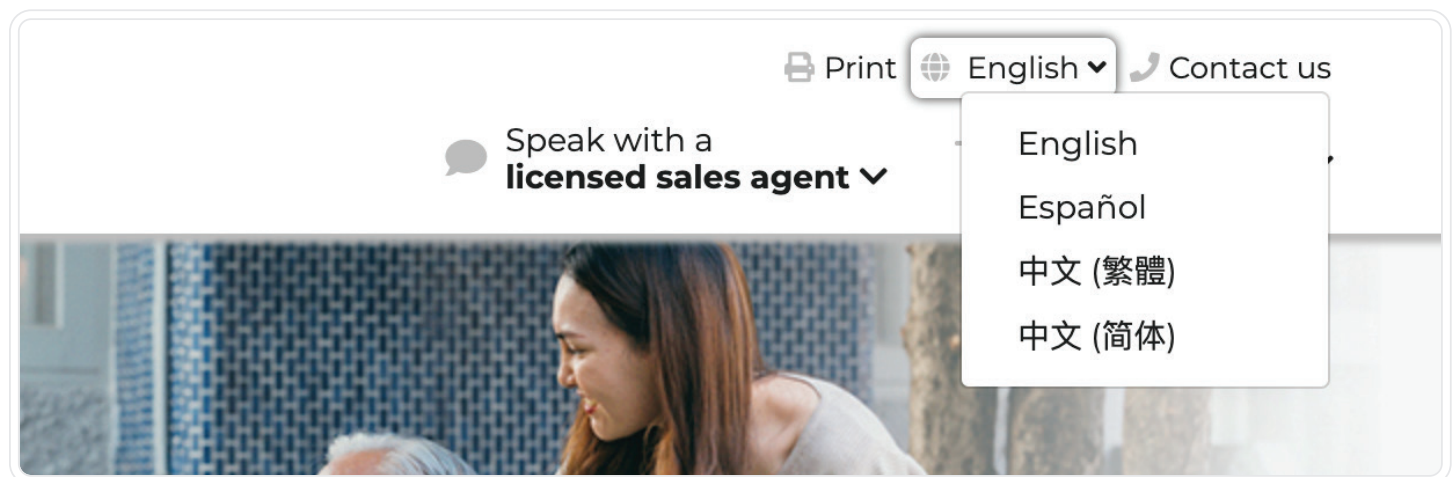
for Consumer and Professional Sites

ConnectureDRX's **Multi-Language Options** efficiently enables the PlanCompare ONE platform to support multiple languages through a combination of advanced machine translation technology and professional translation review. This feature leverages best-in-class machine learning algorithms to translate site language. After the initial translation, professional translators review the sites and certify the accuracy of the translations.

Note: Available languages represent the top 10 most commonly spoken languages in the United States outside of English.

Arabic ابحرم	Haitian Bonjour	Spanish Hola
Chinese 你好 Simplified and Traditional	Korean 안녕하세요	Tagalog Kumusta
French Bonjour	Russian Привет	Vietnamese Xin chào
German Hallo		

Access language options from the homepage.



The screenshot shows the top navigation area of the PlanCompare ONE homepage. On the right, there are links for 'Print', 'English' (with a globe icon and a dropdown arrow), and 'Contact us'. Below the 'English' link, a dropdown menu is open, listing the following language options: English, Español, 中文 (繁體), and 中文 (简体). On the left side of the page, there is a call-to-action button that says 'Speak with a licensed sales agent' with a speech bubble icon and a dropdown arrow. The background of the page features a photograph of a woman with long dark hair looking down.

NOTE: Multi-Language Options are an additional charge

Commonly asked questions regarding Multi-Language Options:

Q: Will the Multi-Language feature extend to plan details and enrollment?

A: Yes. We will apply the process for language translation to enrollment forms as well. We achieve this by working with professionals to review a wide range of plan details to ensure accuracy of translated language.

Q: Will plan documents be made available in multiple languages?

A: In some cases yes. Where carriers have made plan documents available in languages other than English, they will be made available in the Plan Documents section of plan details.

Q: How often are sites reviewed for accuracy?

A: The first time a language is enabled on the PlanCompare platform, professional translators do an extensive review to ensure content and the context are as accurate as possible. From there, languages will be reviewed at regular intervals to accommodate any site text changes. Also, in the case any inconsistencies are found, requests to review specific language can be made via the ConnectureDRX customer success team.