

PRESS RELEASE



House Republicans
Chair Cathy McMorris Rodgers

Statement from Customer Featured in Healthcare.gov Chat Session Video

WASHINGTON – Earlier today, the House Republican Conference released a [video](#) highlighting actual excerpts from an online chat between a potential customer and a customer service representative for Healthcare.gov. The individual who experienced the chat session was Adrian Smith, 34, of New Jersey. Smith released the following statement to confirm his story with Healthcare.gov:

“Thank you for your inquiry about my experience on October 11, 2013 using the [healthcare.gov](#) support chat. I can confirm that the excerpts used in the [YouTube video](#) and the full transcript posted at [www.gop.gov/yourstory](#) is authentic and exactly as I experienced on October 11. I am a resident of New Jersey and work for a higher education institution. I am not employed by the Republican Party.

“After a recent job transition, my family needed to make an informed decision about healthcare options for the approaching year. After repeated registration problems, I was able to create a [healthcare.gov](#) account on October 11 and began the tedious process of entering specific personal information about our family. Each page resulted in a long wait before being able to proceed. At some point in the process it appeared that our family information became corrupted and I was unable to proceed with the family profile.

“When I reached out to the online chat function for assistance, I was professionally greeted by a customer service representative named “Dean.” At this point, I had hope for a resolution that would allow me to see the pricing and coverage information my family needed. Unfortunately, the chat experience was as frustrating as creating my [healthcare.gov](#) account. “Dean’s” responses made little sense, were at times comical, and did not provide the help I needed. Ultimately, I lost faith in [healthcare.gov](#) and made the decision to pursue alternate options for the healthcare needs of my family.”

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