

RESULTADOS NPS

Subgerencia de servicio al cliente
Julio 2026

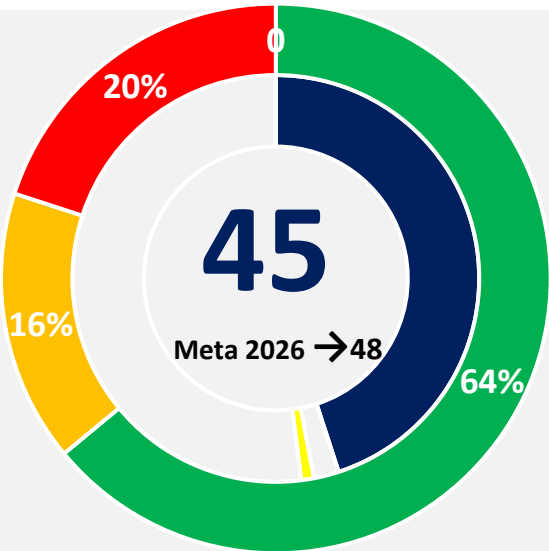


SEGUNDO TRIMESTRE 2026 NPS ALIANSALUD EPS

09/07/2026



NPS ACUMULADO



II Trimestre 2025
↓ 1 VS Trim 2 2025

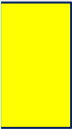
Trimestre anterior
↑ 2 VS Trim 1 2026

Promotores

457



Pasivos



112



Detractores

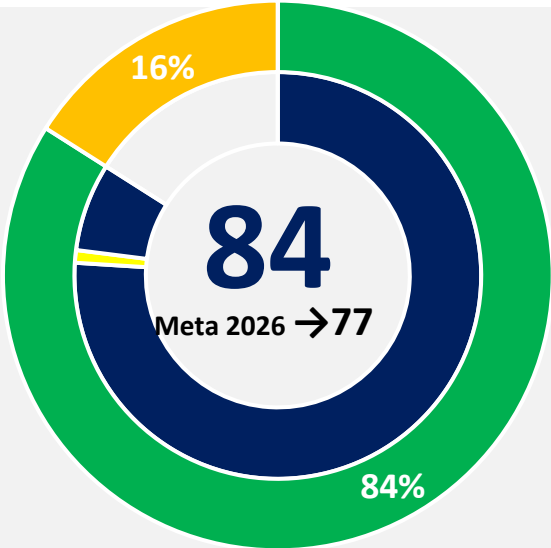


141



II TRIMESTRE	2026
Envíos	35.419
Respuestas	710
% Respuesta	2%

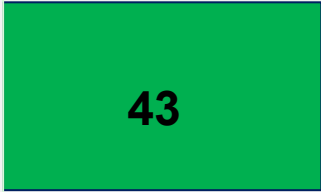
NPS ACUMULADO



II Trimestre 2025
↑ 12 VS Trim 2 2025

Trimestre anterior
= VS Trim 1 2026

Promotores



Pasivos

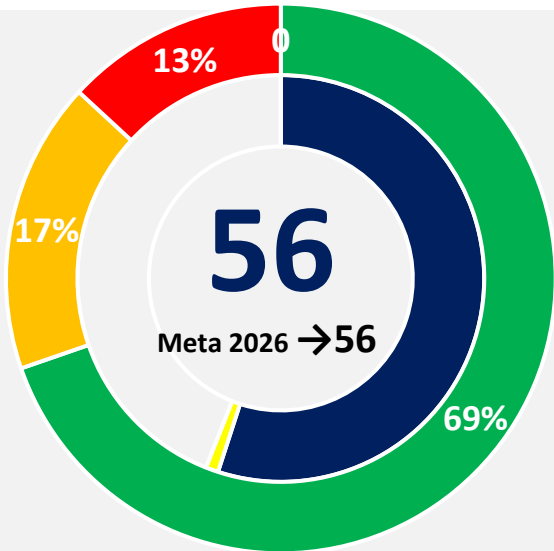


8



II TRIMESTRE	2026
Envíos	629
Respuestas	51
% Respuesta	8%

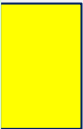
NPS ACUMULADO



Promotores



Pasivos



335



Detractores

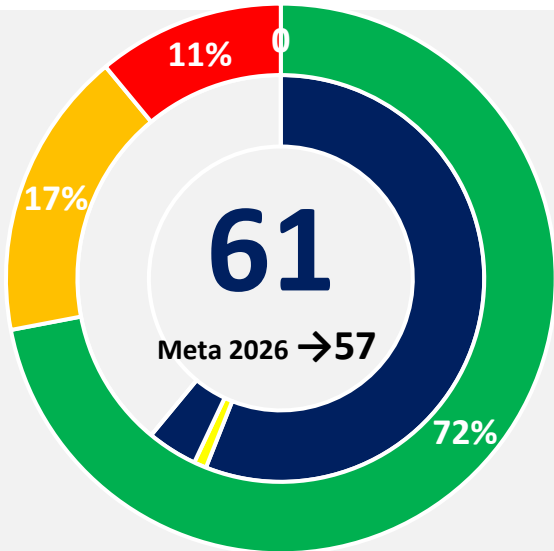


263



II TRIMESTRE	2026
Envíos	47.975
Respuestas	1.950
% Respuesta	4%

NPS ACUMULADO



II Trimestre 2025
↓ 1 VS Trim 2 2025

Trimestre anterior
↑ 9 VS Trim 1 2026

Promotores



Pasivos



136



Detractores

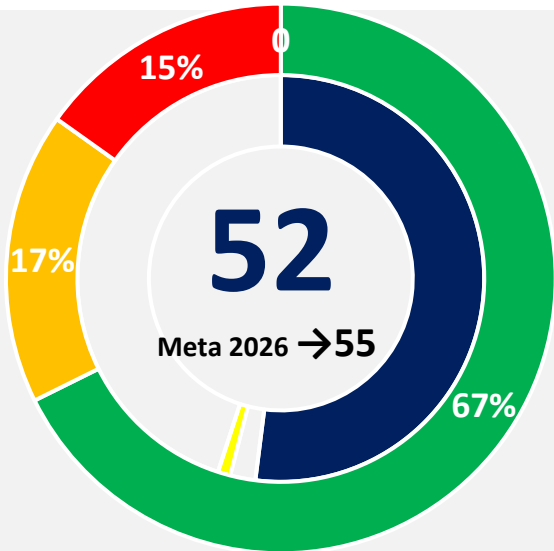


89



II TRIMESTRE	2026
Respuestas	811

NPS ACUMULADO



II Trimestre 2025
↓ 4 VS Trim 2 2025

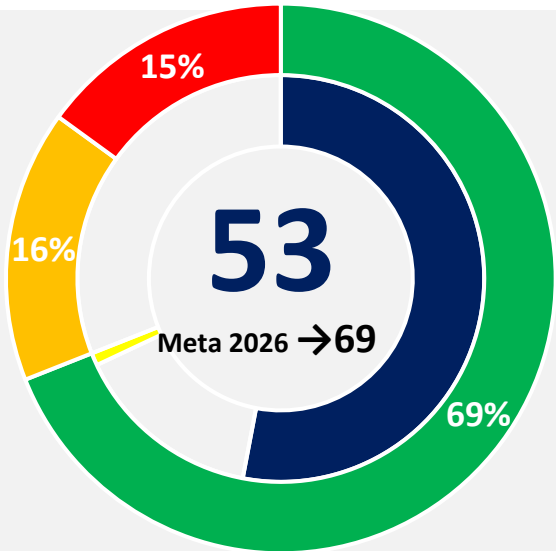
Trimestre anterior
= VS Trim 1 2026

Promotores	766	
Pasivos	199	
Detractores	174	



II TRIMESTRE	2026
Respuestas	1.139

NPS ACUMULADO



II Trimestre 2025
↓ 14 VS Trim 2 2025

Trimestre anterior
↓ 12 VS Trim 1 2026

Promotores



Pasivos



96



Detractores

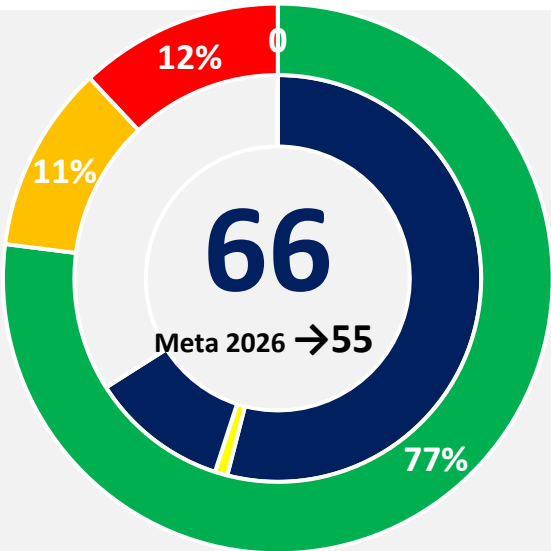


95



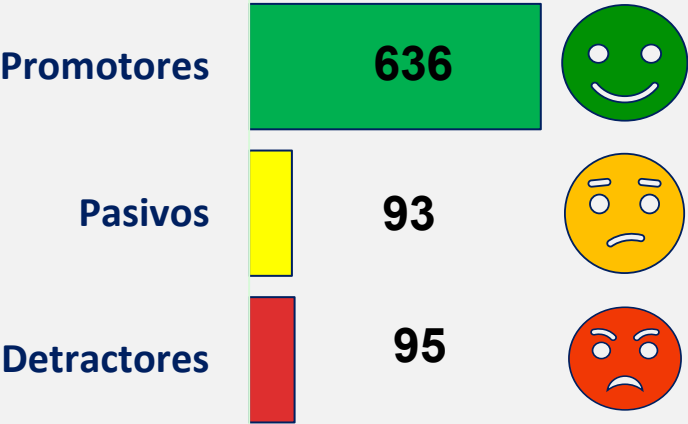
II TRIMESTRE	2026
Envíos	21.542
Respuestas	612
% Respuesta	2,8%

NPS ACUMULADO



II Trimestre 2025
↑9 VS Trim 2 2025

Trimestre anterior
↑3 VS Trim 1 2026



II TRIMESTRE	2026
Envíos	15.326
Respuestas	824
% Respuesta	5,37%

The logo for Aliansalud eps features the word "Aliansalud" in a bold, green, sans-serif font. The letter "s" is white and is positioned inside a solid green circle. Below "Aliansalud", the letters "eps" are written in a smaller, grey, lowercase sans-serif font. The background of the slide includes large green abstract shapes: a large semi-circle on the left and a smaller circle at the top center.

Aliansalud

eps