

RESULTADOS NPS

Subgerencia de servicio al cliente
Octubre 2026

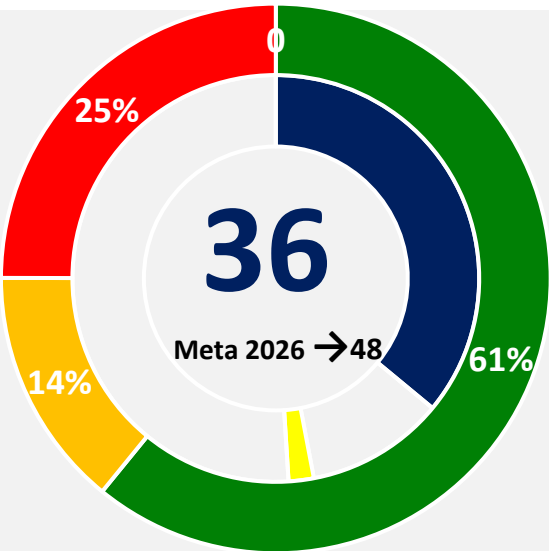


TERCER TRIMESTRE 2026 NPS ALIANSALUD EPS

06/10/2026

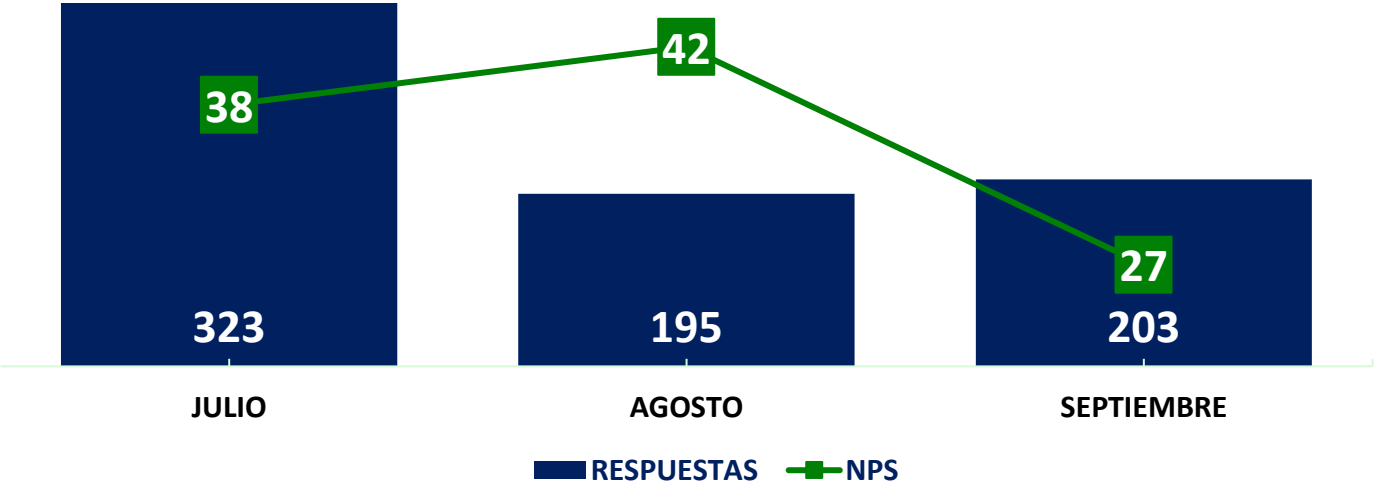
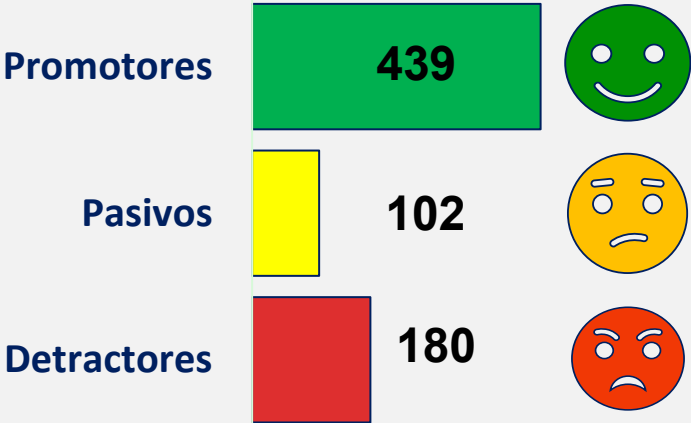


NPS ACUMULADO



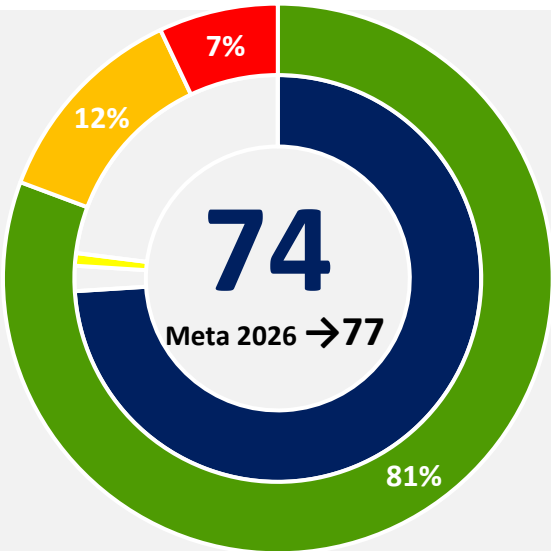
III Trimestre 2025
↓ 9 VS Trim 3 2025

Trimestre anterior
↓ 9 VS Trim 2 2026



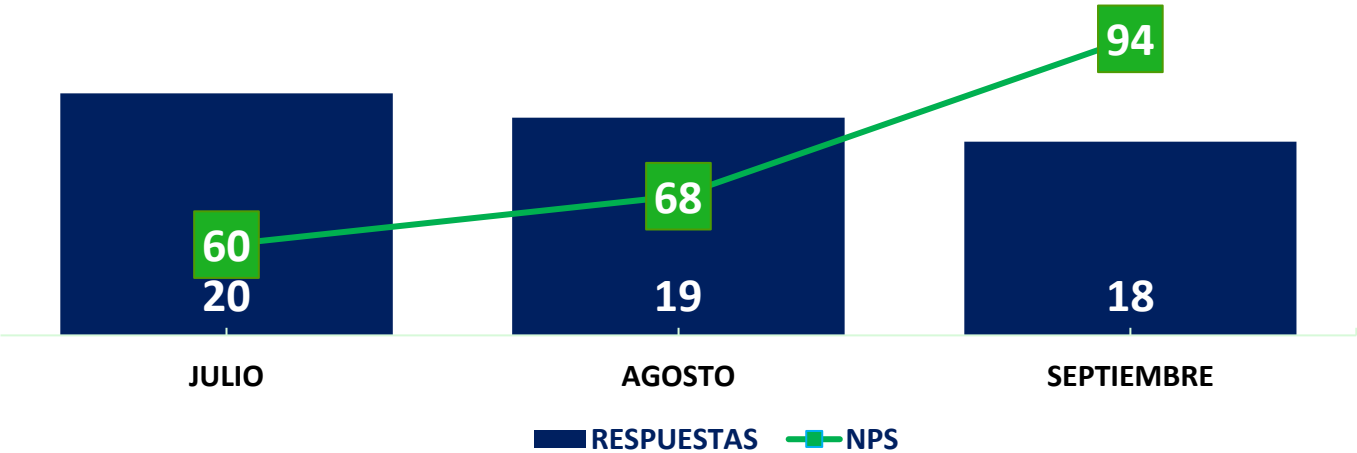
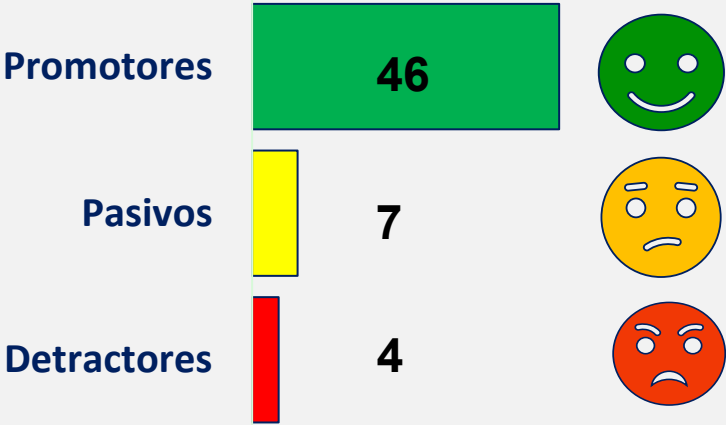
III TRIMESTRE	2026
Envíos	35,424
Respuestas	721
% Respuesta	2%

NPS ACUMULADO



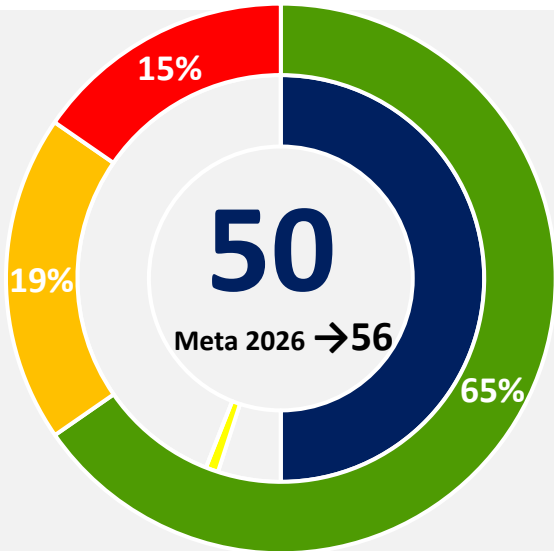
III Trimestre 2025
↓ 1 VS Trim 3 2025

Trimestre anterior
↓ 10 VS Trim 2 2026



II TRIMESTRE	2026
Envíos	629
Respuestas	57
% Respuesta	9%

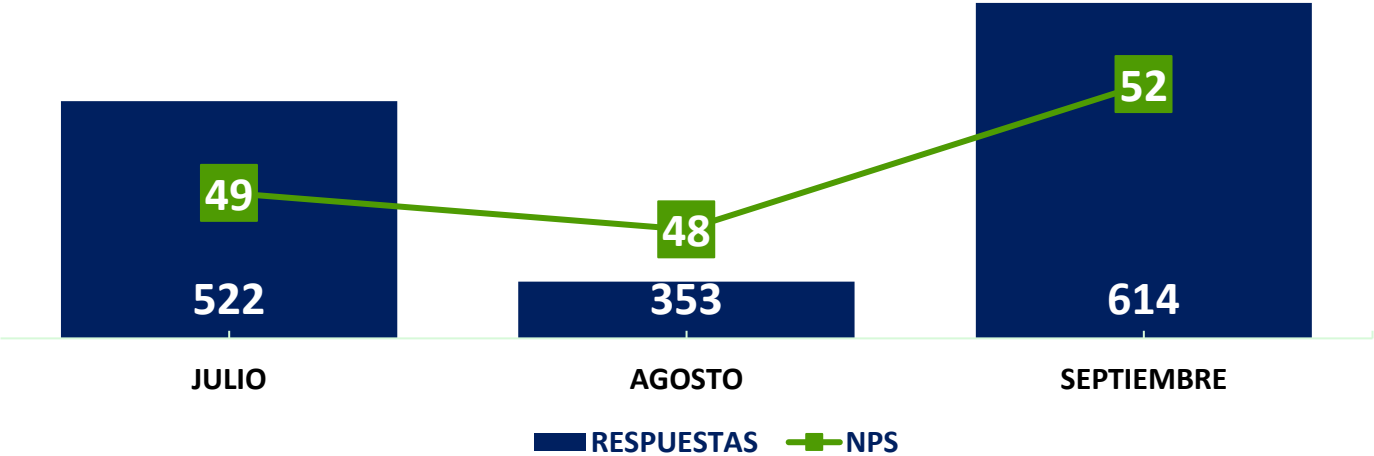
NPS ACUMULADO



III Trimestre 2025
= VS Trim 3 2025

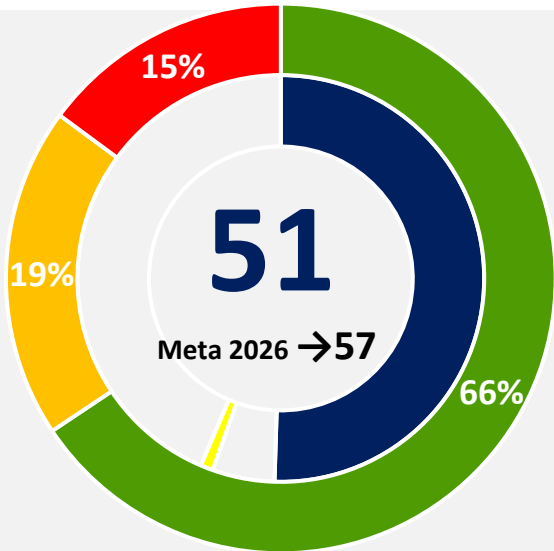
Trimestre anterior
↓ 6 VS Trim 2 2026

Promotores	973	
Pasivos	287	
Detractores	229	



II TRIMESTRE	2026
Envíos	31,350
Respuestas	1.489
% Respuesta	4%

NPS ACUMULADO



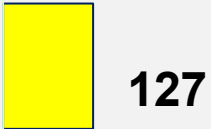
III Trimestre 2025
↓ 5 VS Trim 3 2025

Trimestre anterior
↓ 10 VS Trim 2 2026

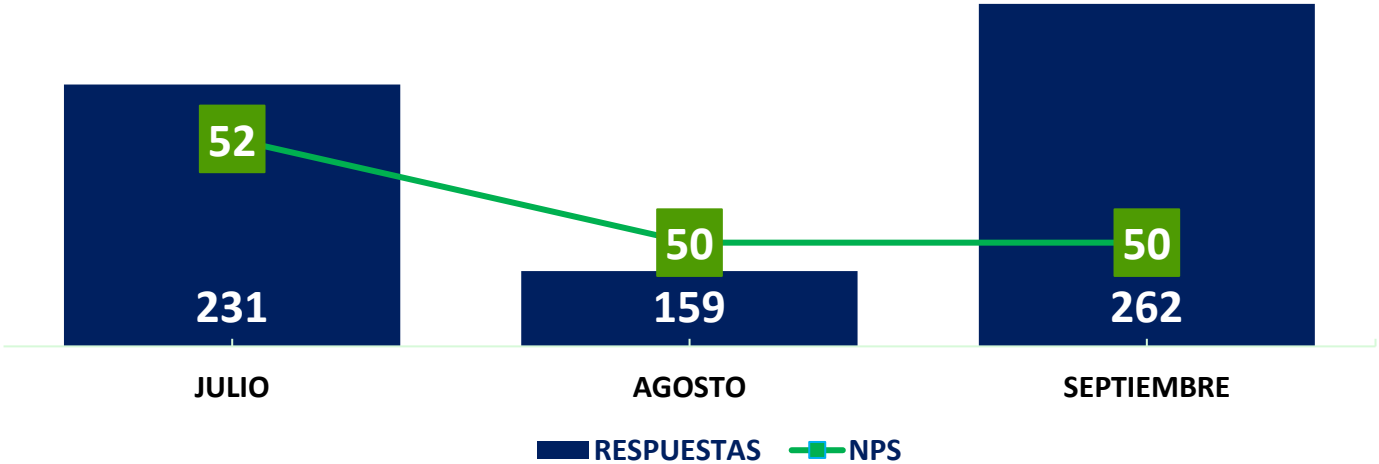
Promotores



Pasivos

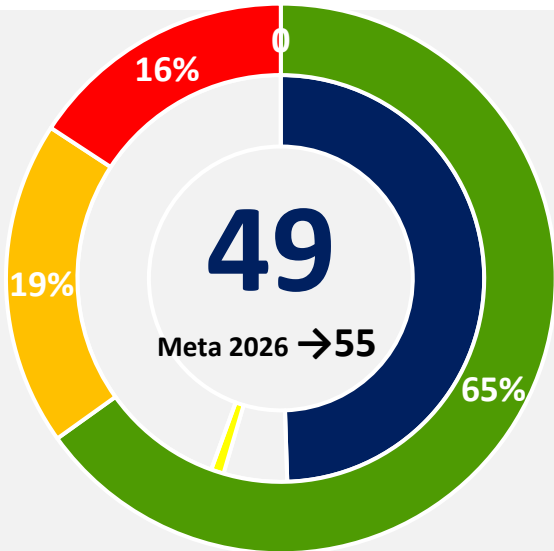


Detractores



II TRIMESTRE	2026
Respuestas	652

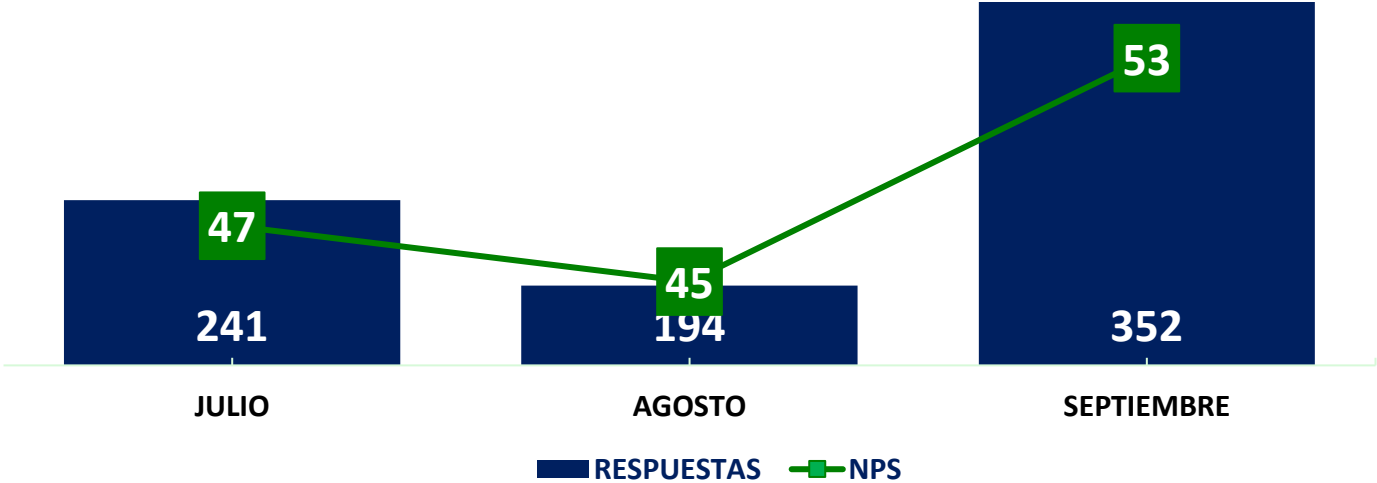
NPS ACUMULADO



III Trimestre 2025
↑ 3 VS Trim 3 2025

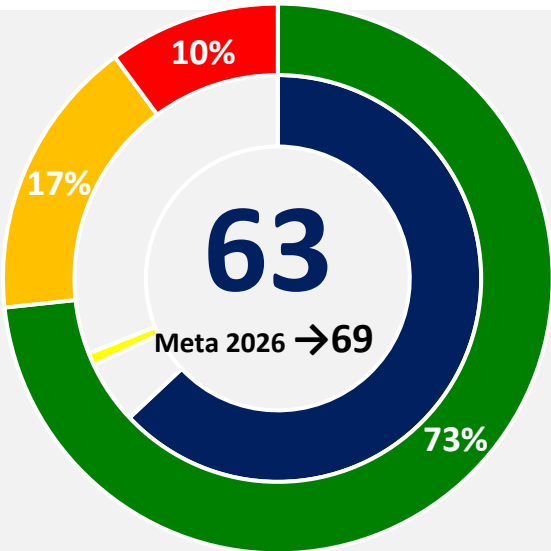
Trimestre anterior
↓ 3 VS Trim 2 2026

Promotores	545	
Pasivos	160	
Detractores	132	



II TRIMESTRE	2026
Respuestas	837

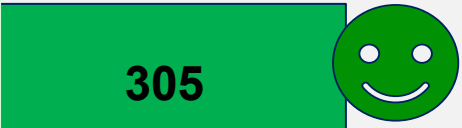
NPS ACUMULADO



III Trimestre 2025
↓ 5 VS Trim 3 2025

Trimestre anterior
↑ 10 VS Trim 2 2026

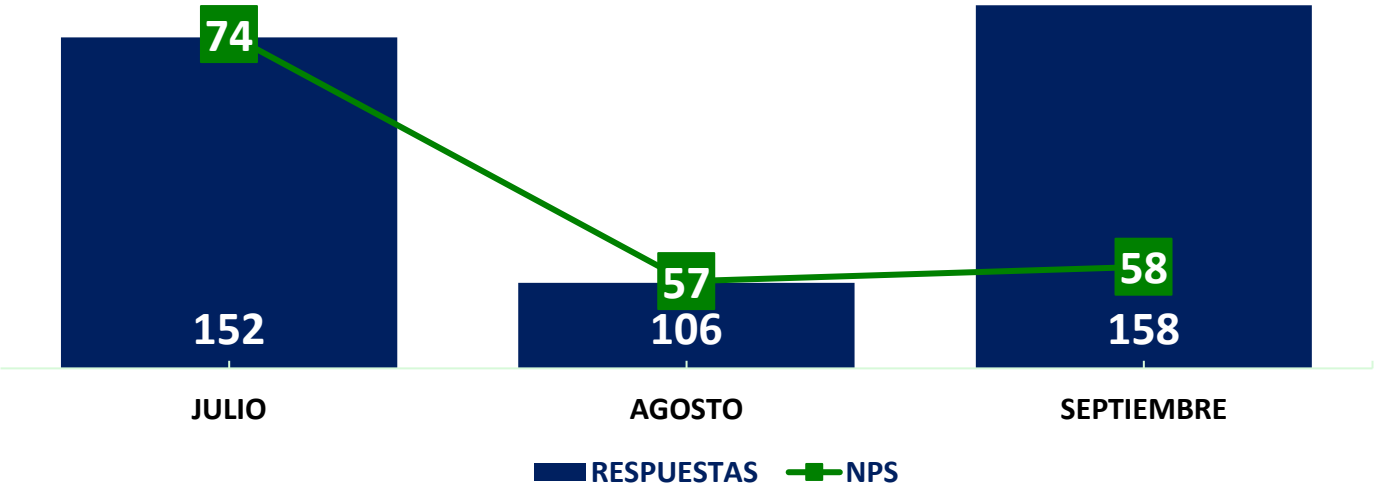
Promotores



Pasivos

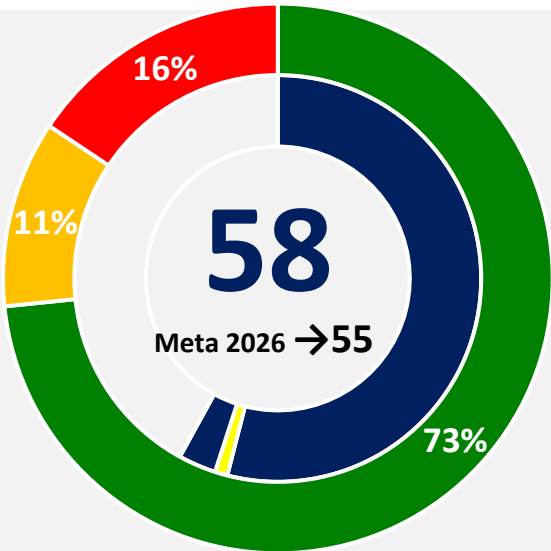


Detractores



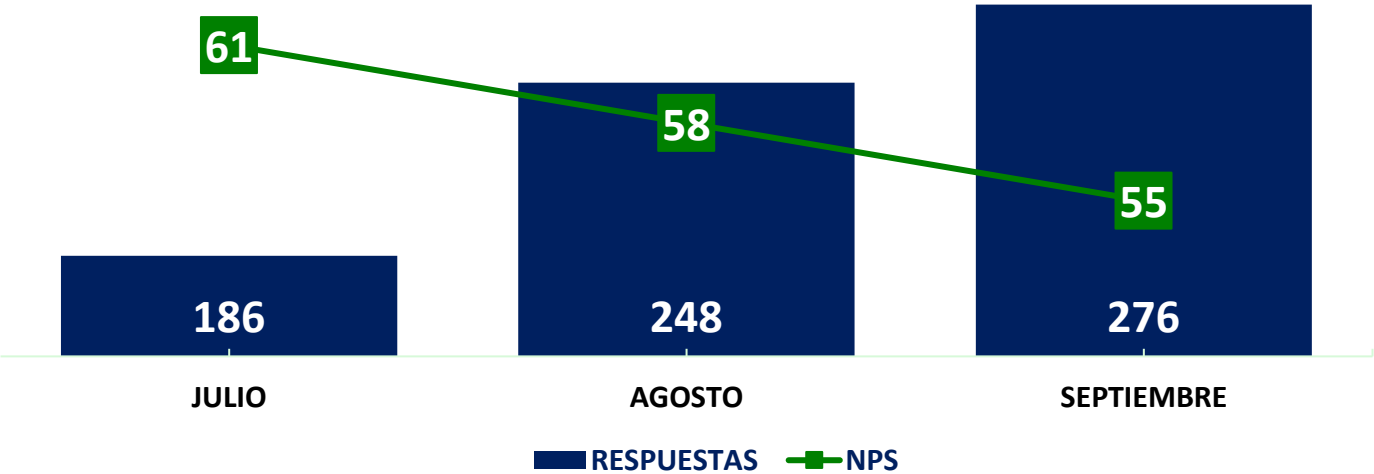
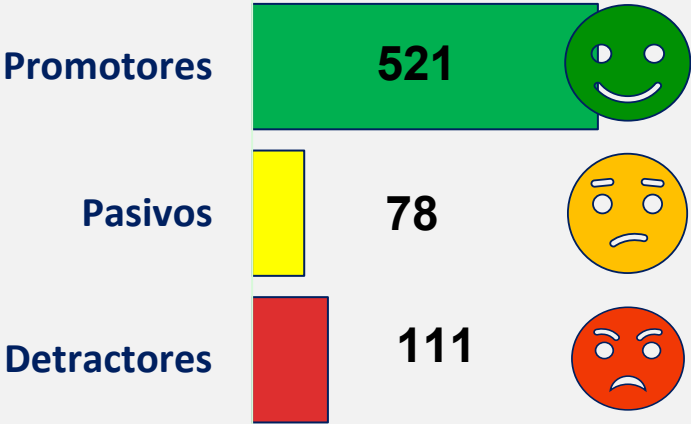
II TRIMESTRE	2026
Envíos	12,840
Respuestas	416
% Respuesta	3,2%

NPS ACUMULADO



III Trimestre 2025
↑ 9 VS Trim 3 2025

Trimestre anterior
↓ 8 VS Trim 2 2026



II TRIMESTRE	2026
Envíos	14.721
Respuestas	710
% Respuesta	4.8%

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 on the left and top, and a solid green bar at the bottom.

Aliansalud

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