

FOR IMMEDIATE RELEASE (2 pages)

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**Delta Dental Plan of Minnesota selected as ELCA Board of Pensions'
2002 Healthcare Partner of the Year**

Plan administers dental benefits on behalf of more than 22,500 ELCA members nationwide

EAGAN, MINN. (May 12, 2003) — Delta Dental Plan of Minnesota (Delta Dental) announced today that it has been selected as the *2002 Healthcare Partner of the Year* by the Evangelical Lutheran Church in America's (ELCA) Board of Pensions. The award, which is in its inaugural year, was created by the ELCA Board of Pensions to recognize its top service partner. Delta Dental administers dental benefits for ELCA Board of Pensions' 22,500 health plan members nationwide.

“We are delighted to have been selected for this honor,” said Mark Moksnes, executive vice president of sales and marketing at Delta Dental Plan of Minnesota. “I am very proud of our employees and especially those that work closely with the ELCA Board of Pensions' staff. Delta Dental places significant emphasis on relationships and providing world-class service to our members and customers. We have a close working partnership with the ELCA Board of Pensions and are grateful for this recognition.”

The ELCA Board of Pensions created the award as part of an organization-wide effort to develop stronger partnerships with its vendors and create an environment that results in exceptional service and advocacy for its members. The selection criteria included a comprehensive review of service quality, performance guarantees, interactions with account management staff, proactive communication on issues, responsiveness to inquiries and overall professionalism.

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”Over the past year, Delta Dental has received high marks for consistently providing high-quality customer service to our plan members and health care advocates,” said John G. Kapanke, ELCA Board of Pensions president. “Delta Dental’s dedication and service has helped to strengthen our partnership and ultimately our relationship with our plan members.”

To celebrate the special recognition, the ELCA Board of Pensions’ hosted an award celebration dinner for key account management and catered a luncheon for customer service staff at Delta Dental. In addition, the ELCA Board of Pensions provided Delta Dental with a letter of recommendation to be used with potential business clients.

An innovator in oral health benefit plans, Delta Dental Plan of Minnesota is an independently operated, nonprofit dental services company that administers prepaid dental service plans. Delta Dental and its affiliates serve more than 12,000 employer groups with more than 3.2 million members here and across the nation. Delta Dental Plan of Minnesota is headquartered in Eagan, Minn., and has a customer service center on Minnesota’s Iron Range. Through an exclusive partnership with Europ Assistance — the world’s leading provider of assistance and insurance related services — Delta Dental Plan of Minnesota offers both expatriate dental coverage and global emergency dental services to members traveling or working abroad. Delta Dental Plan of Minnesota is among the few dental plans in the United States to offer such extensive global coverage. For more information visit us on the Web at www.deltadentalmn.org.

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