

How are we doing? Give us your opinion

Please complete this quick survey, using a scale from 1 to 5, where 1 is disagree and 5 is agree.

Our office

DISAGREE

AGREE

Our office location is convenient for you.

1 2 3 4 5

Our office hours are convenient.

1 2 3 4 5

You're greeted by friendly office staff.

1 2 3 4 5

Your service representative is able to answer questions to your satisfaction.

1 2 3 4 5

Our office has a helpful attitude toward you.

1 2 3 4 5

When we must call you back, your calls are returned promptly.

1 2 3 4 5

Policy information

DISAGREE

AGREE

Policy coverage has been explained to your satisfaction.

1 2 3 4 5

You were informed of your policy options and alternatives.

1 2 3 4 5

You receive bills in a timely manner and are advised of the due date.

1 2 3 4 5

Your bills are accurate.

1 2 3 4 5

We offer various payment methods to fit your lifestyle.

1 2 3 4 5

If there is a billing problem, we get it resolved quickly and to your satisfaction.

1 2 3 4 5

You are informed about the various insurance products available through our office.

1 2 3 4 5

When you request documents from our office, they are provided promptly.

1 2 3 4 5

Claims

DISAGREE

AGREE

The adjuster's attitude toward your claim was favorable.

1 2 3 4 5

The adjuster handled your claim quickly after you contacted us.

1 2 3 4 5

The adjuster's attitude was favorable.

1 2 3 4 5

Your claim was handled fairly by the insurance company.

1 2 3 4 5

The assistance with your claim by our office was favorable.

1 2 3 4 5

You received your claim check promptly.

1 2 3 4 5

Your claim was handled favorably, overall.

1 2 3 4 5

The assistance you received from the insurance company's claim representative was favorable.

1 2 3 4 5

Use of technology

DISAGREE

AGREE

When you communicate with our office by email, your inquiries are answered promptly.

1 2 3 4 5

Our office provides a self-served service of your account.

1 2 3 4 5

Computer-generated documents for your insurance policy expedited our service.

1 2 3 4 5

Our agency served you well, when providing proof of insurance to a third party, by email or fax.

1 2 3 4 5

Our website is user-friendly.

1 2 3 4 5

General

Are there any insurance needs we can assist you with?

(continued on back)



Your Professional Insurance Agent ... We want you to know about the insurance you're buying.

Any additional comments for improvement:

Name and address (optional):

Thank you for taking the time to complete this survey. Please return the completed form to the agency at the address on the top of this form. We will use the information to help us serve you, and to improve our professional management.

SAMPLE
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