



Durham Region

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client
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November 10, 2009

J.D. Smith
J.D. Smith & Associates Insurance Brokers Inc.
105 West Beaver Creek, Unit 2
Richmond Hill, ON L4B 1C6

Dear J.D.:

Meeting your client's expectations for quality claims service is important to us and is why we continue to ask them for their feedback on how we did on their claim. Enclosed is a returned "Claims Service Survey" that has been completed by your client.

If you have any questions or concerns, please do not hesitate to call me directly.

Sincerely,

Cel Zambri
Regional Branch Manager, North Branch
Durham Region

Intact Insurance Company

Unit 8, 59 Westney Road South, Ajax, Ontario L1S 2C9

T. 905 686 0200 Toll free 1 866 386 0200 F. 905 686 8780 F. Claims 905 686 6728 intactinsurance.com

Quality Service Survey

ENTERED AUG 17 2009

June 10, 2009

CONFIDENTIAL
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CONFIDENTIAL

Date of loss: 4/9/2009
 Claim number: 24805978
 Adjuster: ROBERT IVANOVSKI
 J.D. SMITH & ASSOC INS BRKS INC

Meeting your expectations for quality claims service is important to us and we'd like to know how we did on your recent claim. Please take a few moments to complete the questionnaire below and help us to improve the overall claims experience we provide. We're including a postage-paid return envelope for your convenience.

We appreciate your assistance.

On a scale of 1 to 10, circle the number that best describes your opinion.

- | | Strongly
Disagree | | | | | | | | Strongly
Agree | |
|--|----------------------|---|---|---|---|---|---|---|---------------------|----|
| 1. We were clear about the various steps involved in settling the claim. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 2. We were prompt in handling your calls and questions. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 3. We were courteous and professional in all our interactions with you. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 4. Dealing with us was simple and easy. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 5. The quality of repairs and/or replacement property met your expectations. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 6. The staff of the company that repaired and/or replaced your property were courteous and professional. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 7. Repair or replacement was completed on time. | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | Very
Dissatisfied | | | | | | | | Very
Satisfied | |
| 8. How would you rate your overall satisfaction with all aspects of the claim? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | Not at all
likely | | | | | | | | Extremely
likely | |
| 9. How likely is it that you would recommend us to a friend or colleague? | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

What is the main reason for the score you gave us in question 9 above?

HASSLE FREE SERVICE