

RECEIVED NOV 27

Quality Service Survey

Mr Smith

October 1, 2012

This is the 9th good report this week
 Our Insurance companies are
 Working hard to
 look after our
 JPS clients
 Sue

Date of loss: 11/28/2011
 Claim number: ~~25667583~~
 Adjuster: JOAN DAVID
 J.D. SMITH & ASSOC INS BRKS INC
 Personal Auto

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? *P.S. "YOU ARE A GREAT BROKER"*

WITH ALL THAT WAS GOING ON, IT WAS ALOAD OFF OF MY MIND THAT EVERYTHING WAS BEING TAKEN CARE OF. I'M NOT USED TO MAKING CLAIMS, FIRST ONE, IT WAS NOT OUR FAULT, I JUST HOPE RATES DON'T GO UP. VERY SATISFIED !!