

# “Claims Satisfaction Survey”

CLAIMS NUMBER OR POLICY NUMBER: \_\_\_\_\_

What claims adjusting firm handled your claim?

J. L. Payan and Associates

Bob Kelly Adjusting

Crawford U.S. Property & Casualty

Quality Claims Service

Don't Remember

How long did it take to settle your claim?

Less than 2 weeks

2 – 3 weeks

3 – 4 weeks

4 – 5 weeks

5 – 6 weeks

More than 6 weeks

**Please rate your claim experience on a scale from 1 (poor) to 5 (excellent):**

- 1.) Please rate the adjuster representative regarding their communication with you about your claim (courteous, polite, and thorough)

(Poor)

(Excellent)

**1**

**2**

**3**

**4**

**5**

Comments:

2.) Please rate our *in-house* claims processor here at Bradford Victor-Adams Mutual in regards to their courteous and knowledgeable manner when handling your claim?

**1**                      **2**                      **3**                      **4**                      **5**

Comments:

3.) How would you rate our communication & over all attentiveness to your needs during your claims process?

**1**                      **2**                      **3**                      **4**                      **5**

Comments:

4.) Please rate your overall satisfaction with the claim?

**1**                      **2**                      **3**                      **4**                      **5**

Comments:

5.) If you could change one thing about the claims process, what would it be?

If you have any additional comments about how we can improve your satisfaction with our products and services, please let us know here:

Thank you for your comments. It is a pleasure to serve you.