



# CLAIM SATISFACTION SURVEY

CLIENT: \_\_\_\_\_

CARRIER: \_\_\_\_\_

Did you receive prompt attention to your claim? \_\_\_\_\_

Did you find Jordan Insurance Group courteous and helpful? \_\_\_\_\_

Was the insurance company representative courteous and helpful? \_\_\_\_\_

On a scale of 1-5 how would you rate your claims service?

*For your initial call to Jordan Insurance Group*

The person answered the phone or returned your call quickly	1	2	3	4	5	_____
The person I spoke with was professional	1	2	3	4	5	_____
The person I spoke with was knowledgeable	1	2	3	4	5	_____
I understood the next steps in handling my claim after the call	1	2	3	4	5	_____

*For the appraisal process:*

The time of the appraisal was convenient for me	1	2	3	4	5	_____
The appraisal was completed in a timely manner	1	2	3	4	5	_____
The appraisal was professional	1	2	3	4	5	_____

*For service received from the adjuster:*

The adjuster was available when I needed him/her	1	2	3	4	5	_____
The adjuster returned my phone calls promptly	1	2	3	4	5	_____
The adjuster clearly explained the claims process to me	1	2	3	4	5	_____
The adjuster was professional	1	2	3	4	5	_____
The adjuster settled my claim in a timely manner	1	2	3	4	5	_____

<i>Rate your overall satisfaction with the claim</i>	1	2	3	4	5	_____
<i>Rate your overall satisfaction with Jordan Insurance Group</i>	1	2	3	4	5	_____
<i>How likely would you be to recommend us to others</i>	1	2	3	4	5	_____

What did you like least/most about your claims experience?

\_\_\_\_\_

Anything you want to add:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_