



Customer Satisfaction Survey

S1. Did you report a claim in the past 6 months?

Yes - 1 -CONTINUE
No - 2 -DISCONTINUE
DK - 98 -DISCONTINUE
REF - 99 -DISCONTINUE

S2. How many years have you been a customer of ACME? If less than one year, enter a "1"

_____ years [VALID RANGE 1 – 99, DK]

S3. In the past year, did you have an increase in premium on any of your ACME policies?

Yes	- 01
No	- 02
Don't know	- 98
Refused	- 99

Q1. Please rate your overall satisfaction with ACME using a scale from 1 to 10, where 1 is "Not At All Satisfied" and 10 is "Extremely Satisfied." You may use any number between 1 and 10.

[illegible]

Q2. Using a scale from 1 to 10, where 1 is “Not at All Likely” and 10 is “Extremely Likely,” how likely are you to recommend ACME to family or friends?

[illegible]

Q3. Using a scale from 1 to 10, where 1 is “Not at All Likely” and 10 is “Extremely Likely,” how likely are you to renew your policy with ACME?

[illegible]

- Q4. Thinking about the value received for the price paid, would you rate ACME as a very poor value, a somewhat poor value, an average value, a fairly good value, or a very good value?

Very Poor Value	Somewhat Poor Value	Average Value	Fairly Good Value	Very Good Value	98	99
1	2	3	4	5	DK	Ref
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- Q5. Using a scale from 1 to 10, where 1 is “Not at all well” and 10 is “Extremely well,” how well does ACME meet your insurance needs?

Not At All Well										Extremely Well		98	99
1	2	3	4	5	6	7	8	9	10	DK	Ref		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

- Q6. Using a scale from 1 to 10, where 1 is “Not at all easy” and 10 is “Extremely easy,” how easy is it to do business with ACME?

Not At All Easy										Extremely Easy		98	99
1	2	3	4	5	6	7	8	9	10	DK	Ref		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		

- Q7. Now, think about your interaction with ACME over the past 6 months. Over the past 6 months, did you...?

		Yes	No	DK	Ref
A	Report a claim with ACME?	01	02	98	99
B	Have a ACME representative visit your home to assess your property for hazards and risks to ensure your home was adequately covered?	01	02	98	99
C	Visit your ACME insurance agency in person?	01	02	98	99
D	Call or receive a call from your ACME insurance agency?	01	02	98	99
E	Call ACME's toll free number or customer service center, for a reason other than a claim?	01	02	98	99
F	Visit ACME's website?	01	02	98	99
G	Participate in the YourRide program by installing a chip into an automobile to track your driving habits, or the habits of others in your household?	01	02	98	99
H	Use ACME's mobile app?	01	02	98	99