**Nationwide Customer Satisfaction Survey**

S1. Did you report a claim to Nationwide, Allied, or Harleysville 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 Nationwide? 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 Nationwideinsurance policies?

|  |  |  |
| --- | --- | --- |
| Yes | - 01 |  |
| No | - 02 |  |
| Don’t know | - 98 |  |
| Refused | - 99 |  |

Q1**.** Please rate your overall satisfaction with Nationwideusing 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.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Not At All**  **Satisfied** | | |  |  |  |  |  | **Extremely**  **Satisfied** | | ***98*** | ***99*** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **DK** | **Ref** |
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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 Nationwide to family or friends?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Not At All Likely** | | |  |  |  |  | **Extremely Likely** | | | ***98*** | ***99*** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **DK** | **Ref** |
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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 Nationwide?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Not At All Likely** | | |  |  |  |  | **Extremely Likely** | | | ***98*** | ***99*** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **DK** | **Ref** |
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Q4. Thinking about the value received for the price paid, would you rate Nationwide 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** |
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Q5. Using a scale from 1 to 10, where 1 is “Not at all well” and 10 is “Extremely well,” how well does Nationwide meet your insurance needs?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Not At All**  **Well** | | |  |  |  |  | **Extremely**  **Well** | | | ***98*** | ***99*** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **DK** | **Ref** |
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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 Nationwide?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Not At All**  **Easy** | | |  |  |  |  | **Extremely**  **Easy** | | | ***98*** | ***99*** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **DK** | **Ref** |
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Q7. Now, think about your interaction with Nationwide over the past 6 months**.** Over the past 6 months, did you…?

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | **Yes** |  | **No** |  | **DK** |  | **Ref** |
| A | Report a claim with Nationwide? | 01 |  | 02 |  | 98 |  | 99 |
| B | Have a Nationwide 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 Nationwide insurance agency in person? | 01 |  | 02 |  | 98 |  | 99 |
| D | Call or receive a call from your Nationwide insurance agency? | 01 |  | 02 |  | 98 |  | 99 |
| E | Call Nationwide’s toll free number or customer service center, for a reason other than a claim? | 01 |  | 02 |  | 98 |  | 99 |
| F | Visit Nationwide’swebsite? | 01 |  | 02 |  | 98 |  | 99 |
| G | Participate in the SmartRide 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 Nationwide’s mobile app? | 01 |  | 02 |  | 98 |  | 99 |