



Clearance Certificate and Service Questionnaire

Confidential

CSA Ref

Important

- 1 This clearance certificate must only be signed when all repairs, installations and/or replacements within the scope of this claim have been satisfactorily concluded by the appointed service provider(s). Please do not sign the clearance prior to commencement or completion of the work.
- 2 We would appreciate it if you would complete the service questionnaire as it will assist us in improving our service even further. The below questionnaire will be utilised to rate and track service provider performance. Please complete both sections A and B.
- 3 Please note that any insured item that has been replaced is regarded as salvage in terms of your policy and therefore is the property of Absa Insurance Company.

Section A Clearance certificate

Client clearance and details

Full name of Insured Claim no Property address Cause of damage I/We confirm that the work undertaken by
(Service provider name)

has been completed to my entire satisfaction.

Have you paid the contractor the required excess? ☐ Yes ☐ No

Signature of Insured

Date

Section B Service provider questionnaire

On a scale of one to ten, with one being exceedingly bad and ten exceeding your expectations, how would you rate the following aspects of the service you received?

Very bad	Poor	Average			Satisfactory				Superior		
1-2	2-3	4-5			6-7				8-10		
		1	2	3	4	5	6	7	8	9	10
The extent/clarity of the information communicated by the service provider prior to repairs being carried out.											
The extent to which the service provider kept you informed on the progress and status during repairs being carried out.											
Did the service provider appear knowledgeable in terms of the services needed both before and during repairs?											
The extent to which the service provider could answer all your questions satisfactorily.											
The speed with which your queries and requests were addressed by the service provider.											
The punctuality of the service provider.											
Did the service provider complete the repair within the first agreed time?											
The helpfulness, friendliness, politeness and courtesy of the service provider and his/her workers.											
Your overall impression of the provider and his/her workers.											
The service provider's quality of workmanship (e.g. cleanliness)											
The extent to which the service provider made you feel like a valued client.											
Your overall service experience with the service provider.											
The likelihood that you would recommend this service provider.											