

YOUR SATISFACTION

HOW ARE WE DOING?

As your insurance agency, we strive to meet your expectations in every way possible. The true measure of the service we provide is *your satisfaction*. Your comments on the attached postage-paid card will tell us how we're doing and what's most important to you.

1 When you call or visit is our staff friendly and courteous?

- Always Usually Never

2 If and when you've had questions, have we answered them clearly and completely?

- Yes No

3 Were any details that needed to be worked out handled to your satisfaction?

- Yes No

4 If you've had any claims, were you happy with the assistance we provided to expedite matters promptly and fairly?

- Yes No

5 How would you rate our knowledge and ability to deliver the right coverage for your specific needs?

- Excellent Good Adequate Unsatisfactory

6 Are there any changes you'd like to see us make?

7 I'm pleased! Here are two people you can contact to offer a no-obligation review of their insurance coverage:

NAME

ADDRESS

CITY

STATE

ZIP

PHONE (DAY)

HOME PHONE

NAME

ADDRESS

CITY

STATE

ZIP

PHONE (DAY)

HOME PHONE