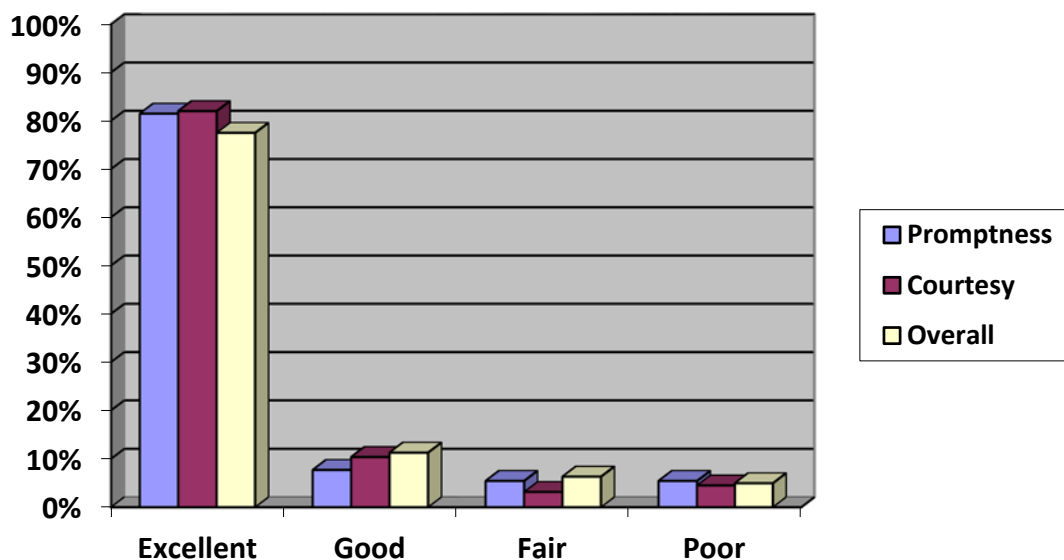




2015 CLAIMS SURVEY RESULTS

As a way of obtaining feedback on our claims process, CPIC routinely sends out claim survey cards to claimants who have had experiences with our claims department. In 2015 we sent out 606 cards and a total of 223 were returned –a return rate of 37%. The results of the survey are as follows:



Comments about our claim service include the following:

- “Thank you Chautauqua Patrons! I am extremely pleased to have this company as my choice to protect my home!”
- “Excellent service!”
- “Everyone was very helpful.”
- “Awesome job, quick response.”
- “Thank you for all you do, we really appreciate it. Very helpful.”
- “The incident itself was stressful, but the claims process was as quick and tassel free as possible. Thank you!”
- “Thank you for taking good care of us all these years. If we ever need insurance again, we know who to call.”
- “Thanks for a quick reply. It is great to work with a company like you.”
- “You are keepers. Thank you very much.”
- “Your people are professional and courteous in claims. Thank you.”
- “Wonderful service, every company should perform as well.”
- “I couldn’t be more satisfied. Thanks!”

Chautauqua Patrons Insurance Company



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Firmly Rooted Since 1877

- “I’m very satisfied with the overall experience. Everyone was very courteous and professional.”
- “The adjuster was very nice and on time. Your insurance company was very nice and easy to deal with.”
- “Very satisfied with prompt service.”
- “It has been a pleasure to have you as Insurance.”
- “Very happy with prompt and courteous service.”
- “I am very pleased with the service that I received from your organization.”
- “Extremely efficient, polite, understanding and I immediately received the check. Thank you.”
- ““Claim was handled in a very timely and efficient manner. Thank you.”
- “Prompt response and we are very satisfied.”
- “Exceeded expectations! Thank you very much!”
- “Our claim was handled fast and courteously. We are very pleased. Thank you.”
- “Very courteous and helpful, thanks so much.”
- “Great service!!”
- “Everyone was great! Thank you!”
- “Thank you, this process went very smooth.”
- “I am very happy with my Insurance Company.”
- “Your company is prompt and very fair. I’ll keep you forever.”
- “Excellent and prompt all around service.”
- “Thank you, working with you was painless.”
- “Friendly person on the other side of the telephone line.”
- “Very prompt and efficient.”