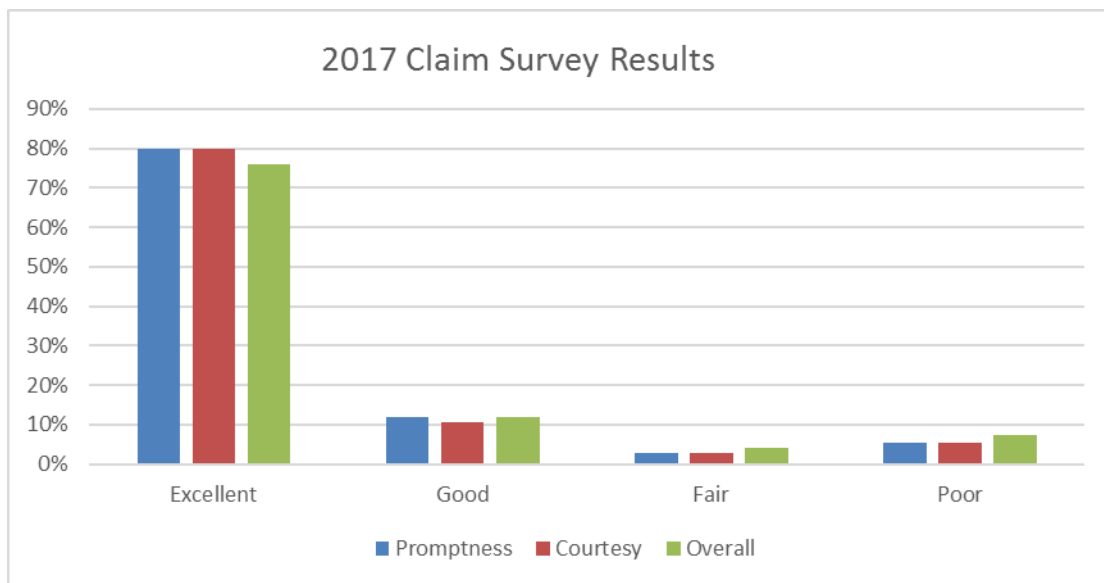




Claims Survey Results for 2017

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 claim department. In 2017, we sent out 529 cards and a total of 120 were returned to us-- a return rate of 28%. The results of the survey are as follows:



Comments about our staff include the following:

- Thank you for the help.
- Very helpful, easy to send documents, and fast reply.
- I thought the service was excellent. Thank you for all the help.
- I was very pleased. Thank you!
- Great response and follow-up.
- Extremely satisfied and pleased with entire claim process. Thank you for your prompt service.
- Completely satisfied with all services!
- Thank you, your promptness is greatly appreciated. I will certainly tell my friends & family about your company in very positive terms.
- Excellent follow up during a very busy time for me.

- We have been doing business with Chautauqua Patrons for a long time and your cooperation when needed is why.
- There is no improving on excellent, thank you!
- Beth did an awesome job in dealing with this claim.
- Thank you! Your service was excellent!
- Thank you for helping us in our unusual time of need! We appreciate it very much!
- Will recommend your insurance company to friends and others
- Great company, treat you fairly. Thank you.
- The adjuster was very polite, thoughtful, courteous. Thank you for your prompt attention.
- Thank you for the quickness which our claim was handled as I know how busy that storm left everyone.
- Outstanding response and service.
- Very happy with how fast everything was expedited.
- Was very easy, took a lot of stress off me.
- Thanks for the help, it was a good experience.
- Thanks CPIC. The whole process was great. Thank you for all you do!
- Very good job done by everyone - Thank you!
- Your company made a difficult time very easy to deal with. Thank you.
- Thank you so much, the claims department works very well and very fast.
- Keep up the good work!
- Very nice and helpful.
- Great service, fast service.
- Could not ask for better service.
- Great service and communication as well as professionalism.
- Excellent company to deal with!
- Very good service.
- The adjuster put my mind at ease
- Adjuster was prompt and knowledgeable. Great service, thank you.
- Adjuster was a great help and always available for questions.
- Very helpful, kind and courteous. Very prompt to get the claim processed. Thank you.

In this era of ever-expanding needs, focusing on our policyholders remains our top priority. As policyholder needs have changed, the company has adapted to maintain the highest level of satisfaction.

We're always looking for ways to improve. Your comments are very much appreciated because they allow us to ensure that every one of our customers is provided with a thoughtful, timely response. Thank you from all of us at CPIC.