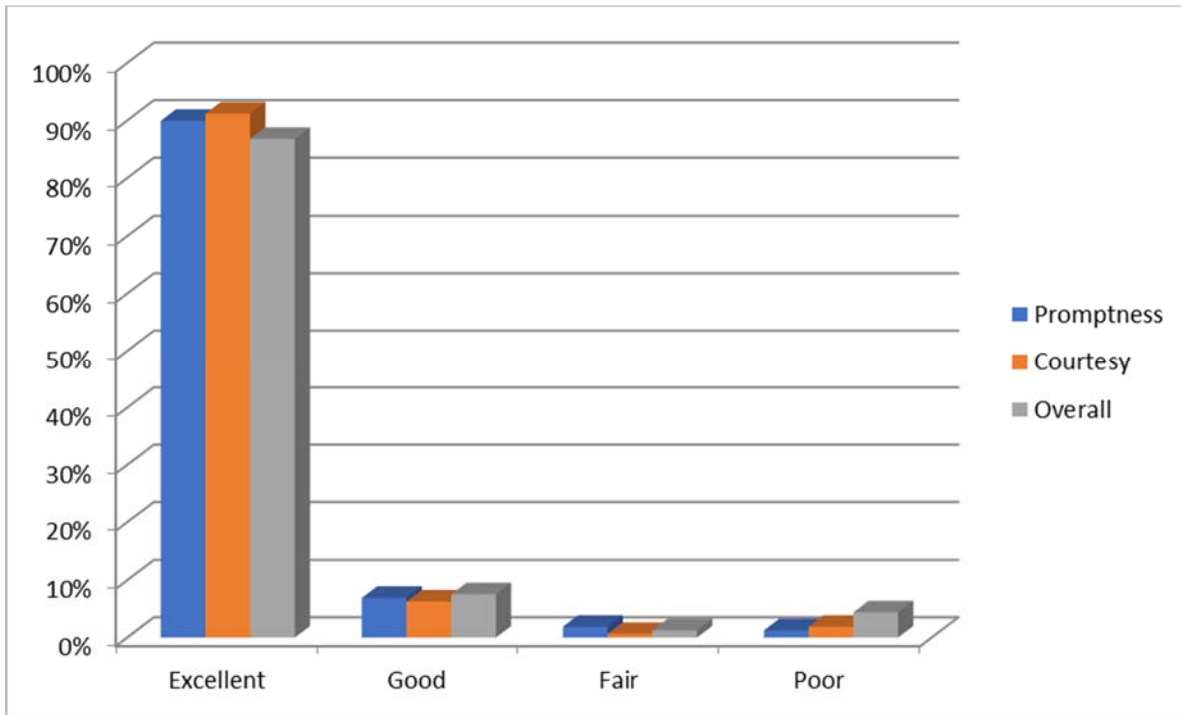




Claim Survey Results 2018

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 2018, we sent out 404 cards and a total of 124 were returned to us--- a return rate of 31%. The results of the survey are as follows:



Comments about our staff include the following:

- Received excellent service.
- I've never put in a claim before. Thank you so much!! It was painless.
- Everyone involved gets a five star rating. Couldn't expect better service. Thank you.
- Great Service!
- I was very happy with their service.
- Very satisfied, thank you!
- Great insurance company to be insured with
- Extra fast service, thank you!

- Thank you for your excellent service. We appreciate the speed in handling this claim. We've already told family and friends how pleased we are with your company.
- Excellent!!
- Great Response!
- Fast, courteous and professional – couldn't ask for more. Thank you
- Great service!
- Service was prompt, professional, and much appreciated.
- Thanks so much for all the help and a wonderful experience!
- Very pleased with the service.
- Great service.
- Keep up the good work!
- Cannot ask for faster service! Thank you.
- Chautauqua Patrons was terrific, thank you.
- Very helpful. Thank you.
- Process was quick and easy, thank you!
- Great response.
- Thank you for the great service.
- Service was prompt and courteous.
- Very fast service!
- Thank you for your prompt attention to our claim. Great customer service
- Beth was awesome. Thank you!
- Beth Starks was kind, professional, and also understanding. 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.