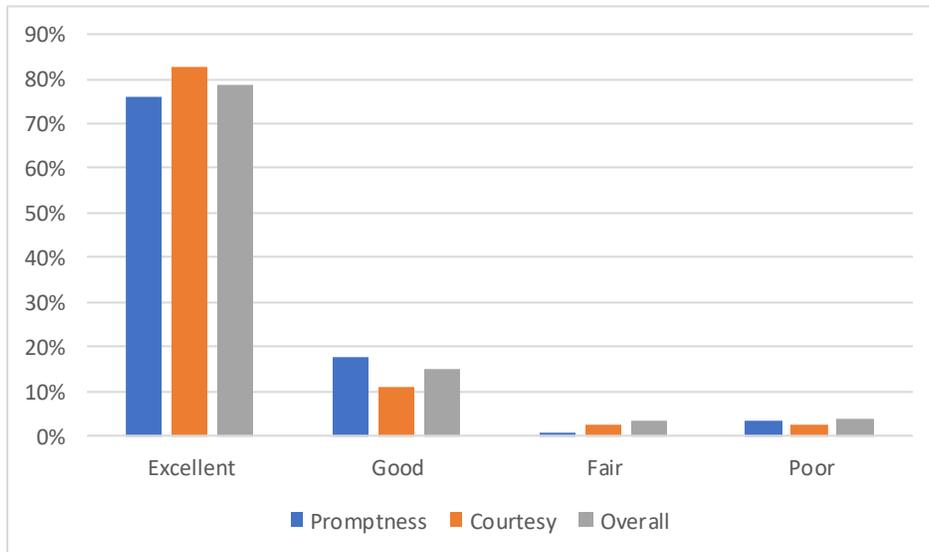


## Claim Survey Results 2019

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 2019, we sent out 473 cards and a total of 149 were returned to us--- a return rate of 32%. The results of the survey are as follows:



	Excellent	Good	Fair	Poor
Promptness	76%	17%	1%	3%
Courtesy	83%	11%	3%	3%
Overall	79%	15%	3%	4%

Comments about our staff include the following:

- Thank you
- Service was prompt and friendly!
- Great job. Thank you
- We appreciate your prompt attention in this matter.
- I just wanted to say thank you!
- Thank you for the wonderful service. I would highly recommend this insurance company to friends that are buying a home.
- Great service!!!
- Thanks so much for your help
- We were very pleased by the efficiency and proficiency. Thank you
- Thank you so much for all your help
- Thank you so much
- Thank you!
- This was the fastest response from anyone I have ever dealt with. So happy with this company.
- Excellent service! Thank you.
- Thank you for taking care of this so fast for me.
- Adjuster was a little slow getting back to me, but I understand back log. Was very satisfied with outcome.
- Thank you!
- Beth was prompt and professional in all her responses.
- Chautauqua Patrons is a pleasure to do business with, always exceeding expectations.
- Very nice to work with an insurance company like this.
- I appreciate the good communication (email & phone calls). Thank you!
- Very nice and professional.
- Everything was handled in a timely and professional manner. Thank you!
- Very happy with service!
- Thank you!
- Everyone was extremely helpful and knowledgeable. The time frame they helped in showed that they really care. Thank you.
- Very helpful and informative on what the process was for me to file the claim. I greatly appreciate it. Thank you!
- Wow
- Thank you
- The whole process was flawless! Thank you!
- Great job, thanks

Thank you for placing your insurance with Chautauqua Patrons Insurance Company!