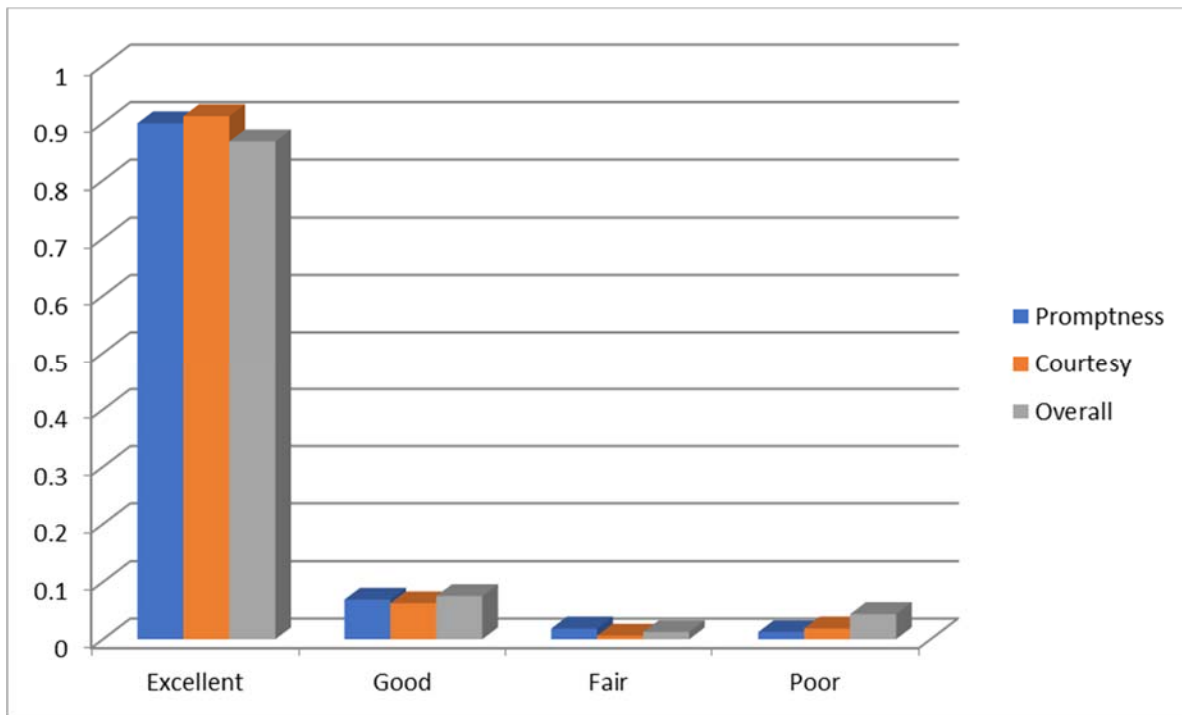




Claim Survey Results 2020

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 2020, we sent out 404 cards and a total of 121 were returned to us--- a return rate of 30%. The results of the survey are as follows:



Comments about our staff include the following:

- Very, very satisfied.
- I was very happy with the adjuster. He explained things to me as I had many questions. He does a good job and I appreciated the help he gave me.
- Very fast service. Thank you, Melissa
- My suggestion is to never change. I'm so fortunate to have you for my insurance company. Everyone that I have dealt with is a class act, professional, and caring. I always tell people what a great company you are. It's my pleasure doing business with you.
- Very quick and efficient. No problems. Thank you for your help.
- We are extremely satisfied with our prompt and professional service!
- I appreciate the fast curtesy and respectful manner I have received from all parties in this matter.

- Very happy with adjuster – she was very responsive. Not happy with Chautauqua. After claim was processed, insurance policy was cancelled by Chautauqua.
- Great adjuster. Thank you.
- Great, fast, courteous, & professional.
- Thank you for your prompt and courteous service. It is appreciated.
- I'm very pleased with the service!
- Eric Batcho of A.E. Mahoney is a pleasure to work with. Very reasonable and thorough.
- As always, great to work with!
- Great service- don't change a thing.
- Awesome response
- Professional service – no complaints.
- Wonderful and easy service. Thank you.
- We could not have asked for any better service. Thank you.
- Very happy.
- Highly recommended!! Thank you.
- Thank you for taking such good care of us on a holiday weekend.
- Good job! Thanks!
- You all did a great job! (on the phone and in person) Thank you!
- Amazingly fast service!!!
- I was pleasantly surprised.
- Thanks!
- You will find perfection is hard to improve. I fell you folks were perfect to me. Thank you.
- All great!
- You have excellent company. Very pleased. Best homeowners insurance. I recommend you to everyone.
- Very helpful! Thank you!
- Thank you so much!
- The adjuster contacted me the same day I called the insurance company. He came by and looked at the damage the next day. I was actually very surprised the service was so quick. Thank you.
- Thanks for helping to take care of a “STINKY” problem.
- Prompt courteous service. Received check for loss very quickly. Thank you.
- Good job
- Awesome service!
- Thank you!
- Impressed

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.