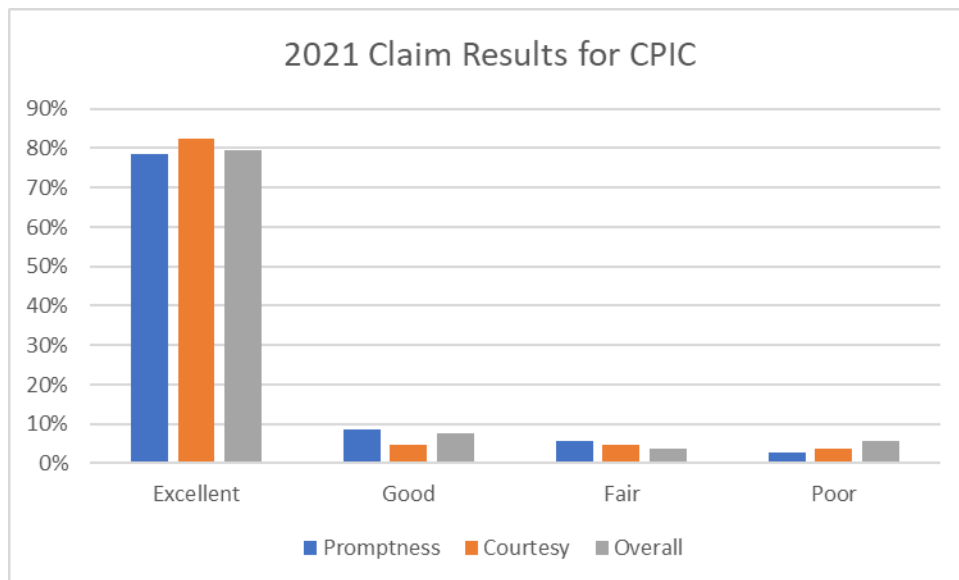


Claim Survey Results 2021

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 2021, we sent out 402 cards and a total of 103 were returned to us--- a return rate of 26%. The results of the survey are as follows:



Comments about our staff include the following:

- Responded very quickly to claim and we had a check to cover the claim in one week. Thank you.
- Adjuster was great. Always got back to me in a timely manner.
- In a bad situation which could have been devastating, glad everything went as well as it did. Thank you for everything.
- We were very pleased with this entire process. Thank you!
- Well done! I'll recommend CPI to other investor, landlords.
- Shelly is the most helpful, wonderful person. She made the whole process a breeze. Very satisfied.
- This claim was handled quickly and with great satisfaction. The wind storm that caused all the damage was an "act of God", and truly never expected. Thank you so much!
- Thank you!
- Perfect! Please call me to discuss providing quote on our rental properties.

- Never had to use the claim department before so my first experience was great.
- We appreciate your prompt response to our claim. Thank you. Your company is great.
- Great & easy process.
- Thank you for making the process easy.
- Quick & efficient! Thank you!
- We have always had great service!!
- You are all so polite – a wonderful company!!
- Very satisfied with the promptness that our claim was settled with. Thank you!
- Thanks
- Great Customer Service
- Overall satisfied. Work was completed in a timely manner. Thank you!!
- Thank you. Very quick service.
- Melissa Mitchell was excellent. Ver courteous and knowledge. She acted very prompt to address my claim.
- Very thorough, did an extraordinary job. Know what he was doing 10+ stars.
- Melissa and Beth went beyond expectations. Efficient and professional. They are great at their job.
- Very prompt and courteous. Was a pleasure to talk with. Thank you.
- Robin, Lei Ann, Beth and Melissa were very professional, fast and accurate. Very detailed when giving direction.
- Eric Batcho was amazing, prompt, personable, and very knowledgeable. He answered any and all of my questions.
- No hassles. Painless process.
- Great guy, very complete inspection.
- Appreciate the great service.
- Very timely!
- Melissa was very accommodating and so efficient made my experience with my claim go especially fast. Thank you.
- Thank you for your concern and excellent service in these difficult times!
- Thank you.
- Adjuster was very complete

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