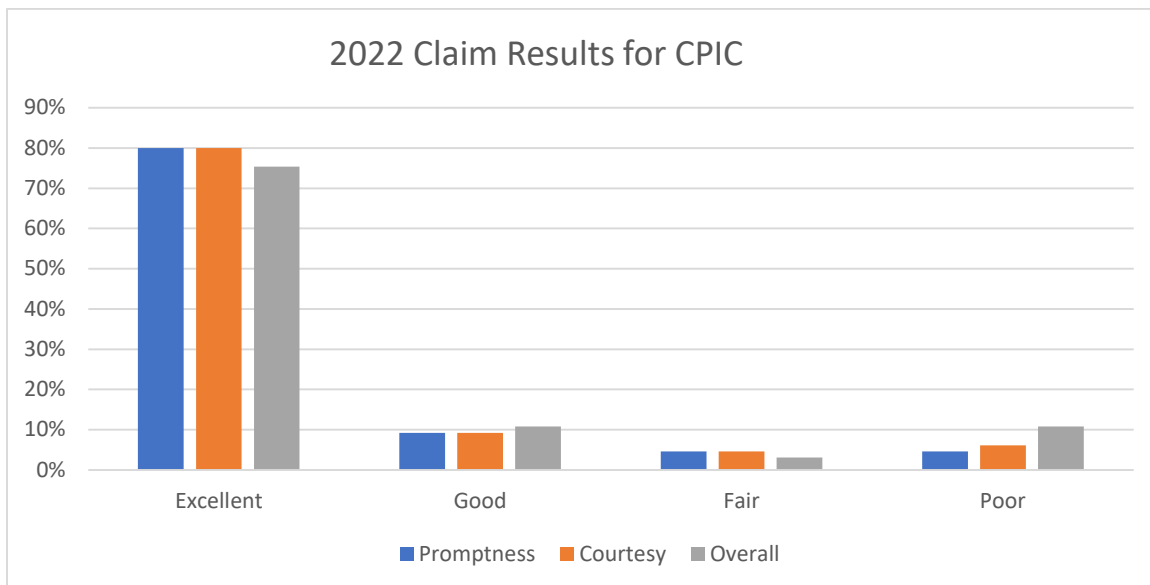




## Claim Survey Results 2022

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 2022, we sent out 329 cards and a total of 65 were returned to us--- a return rate of 20%. The results of the survey are as follows:



### Comments about our staff include the following:

- Good process. The adjuster was lacking slightly in timeliness. Otherwise very happy. He was really nice and pretty cool.
- Todd M is awesome. We are thankful for such wonderful service.
- Great company!!
- Although a snow storm came-service was completed
- Great job
- Our adjuster was very accommodating and very pleasant. Service was amazing. Thank you
- Thank you!!
- Robin was great to work with. She was very courteous, punctual and responsive
- Thank you so much Robin S!!!
- Beth Starks was especially helpful
- Alecia was fantastic. Super easy process and she went far and beyond what was expected. 5 stars!
- Again Alecia H. has saved the day. Just because of our interactions I have referred tons of friends and family to use your services. 5 stars!
- Sorry for my delay in getting correct parts to get everything fixed. Some were out of my control

but thank you for the quick reimbursement

- Thank you so much. You all made it so easy for me
- very pleased with response, professionalism and compassion
- I been using Chautauqua Patrons for 30+ years. Best service since years ago. I know some farmers dropping their insurance because of service.
- Thanks for making it a stress free and expedient process
- An excellent response
- Thank you for your help during this time of loss
- The adjuster was very polite and thorough
- Appreciated her promptness. Thank you
- Thank you for being so prompt during a stressful time.
- Thank you for working quickly with global management
- The adjuster didn't contact but the check cam immediately. So excellent. Very happy!
- Thank you for everything
- Marc is very easy to talk to and great personality!
- Thank you
- Great service. 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.