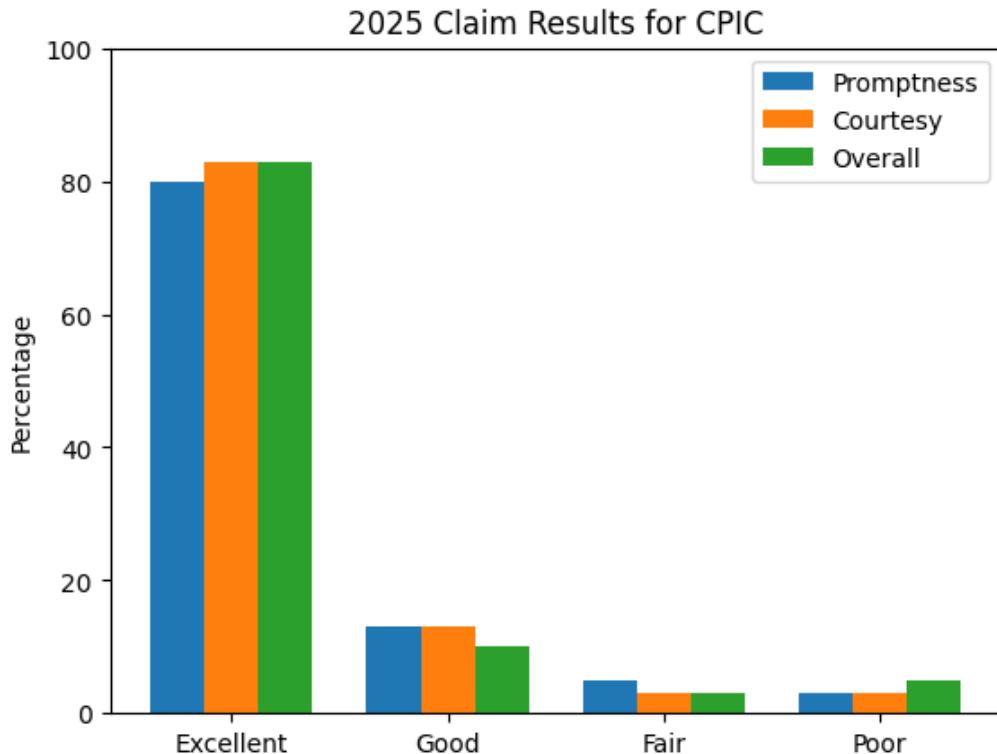


## Claim Survey Results 2025

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 2025, we sent out 225 cards and a total of 40 were returned to us--- a return rate of 18%. The results of the survey are as follows:



### Comments about our staff include the following:

- Thank you for your concern and consideration.
- The crew was excellent in their work, I was very pleased with everyone at your company. All were extremely prompt in their responses to my situation.
- Thank you very much – you all made this process easy.
- Wonderful service!
- Alecia was very nice and helpful!
- Great service! Thanks!
- Wonderful company and experience! Keep up the great work all of you!
- The whole process was seamless and gave us peace.
- Great customer experience! Professional, courteous, & prompt!
- The whole process was seamless and gave us peace of mind!

- Alecia was very efficient!
- Thank you so much Robin S!!!
- Beth Starks was especially helpful

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.