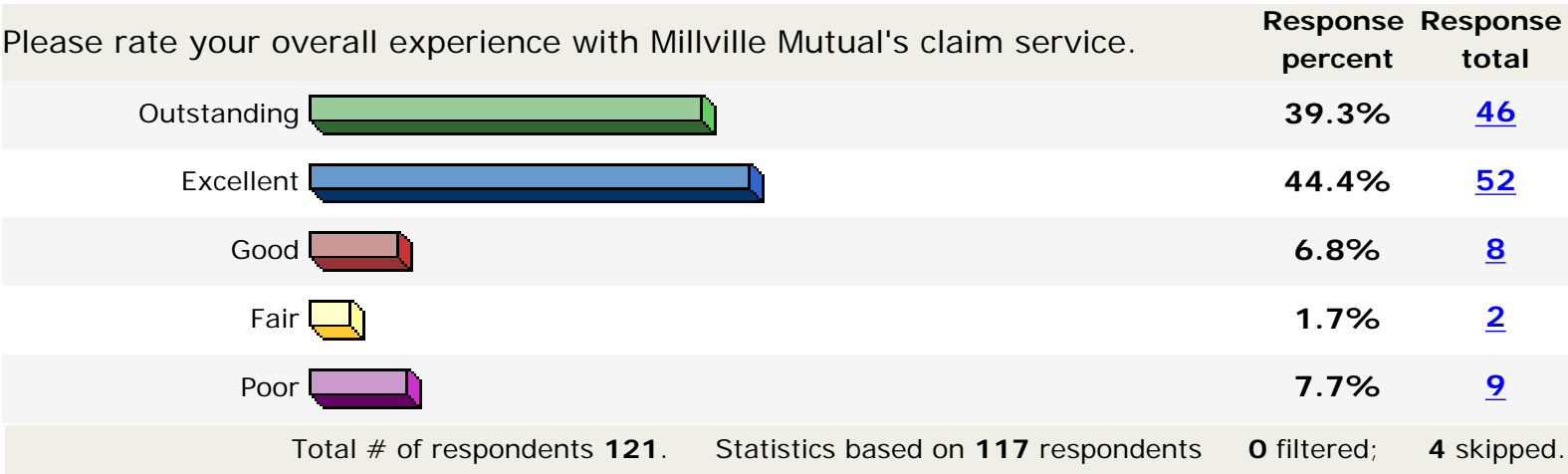


Claims Survey

Report Index	Delete Respondent View By Respondent ▶
Please rate your overall experience with Millville Mutual's claim service.	Go
In this section, please rate our claims service by rating each category.	Go
Were you satisfied with the outcome of your claim?	Go
If you chose No for question 3, please select a reason.	Go
Based on your experience with our claim service, would you recommend our company to others?	Go
Please provide specific comments regarding your claim service or give us suggestions on how we can improve our services.	Go
Please supply us with the following information: (optional)	Go



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In this section, please rate our claims service by rating each category.

View	Excellent 1.	2.	3.	Good 4.	5.	6.	Poor 7.		Response total
	Excellent 1.	2.	3.	Good 4.	5.	6.	Poor 7.		



Length of time for initial contact from company representative	68.3% (82)	15% (18)	6.7% (8)	5.8% (7)	1.7% (2)	0.8% (1)	1.7% (2)		120
Professionalism of the person serving you	70.4% (81)	14.8% (17)	3.5% (4)	6.1% (7)	0.9% (1)	0% (0)	4.3% (5)		115
Clear reason/ justification given for any reduced claim settlement or denial	53.7% (51)	16.8% (16)	6.3% (6)	11.6% (11)	2.1% (2)	1.1% (1)	8.4% (8)		95
Length of time it took to settle your claim	65.5% (76)	19.8% (23)	2.6% (3)	3.4% (4)	0% (0)	0.9% (1)	7.8% (9)		116

Total # of respondents **121**. Statistics based on **120** respondents **0** filtered; **1** skipped.

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Were you satisfied with the outcome of your claim?

Response percent **Response total**

Yes		90.8%	108
No		9.2%	11






Total # of respondents **121**. Statistics based on **119** respondents 0 filtered; 2 skipped.

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If you chose No for question 3, please select a reason.		Response percent	Response total
Amount of settlement		76.5%	13
Coverage issue		11.8%	2
Denial		0%	0
Other		11.8%	2
View Comments			14

Total # of respondents **121**. Statistics based on **23** respondents 0 filtered; 98 skipped.

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Based on your experience with our claim service, would you recommend our company to others?		Response percent	Response total
Highly Likely		66.9%	81
Likely		22.3%	27
Neutral		1.7%	2
Unlikely		3.3%	4
Highly Unlikely		5.8%	7

Total # of respondents **121**. Statistics based on **121** respondents 0 filtered; 0 skipped.

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Please provide specific comments regarding your claim service or give us suggestions on how we can improve our services.		Response total
View		62

Total # of respondents **121**. Statistics based on **62** respondents 0 filtered; 59 skipped.

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View	Please supply us with the following information: (optional)	Response total

View	First Name	97
View	Last Name	94
View	Claim Number	86

Total # of respondents **121**. Statistics based on **97** respondents **0** filtered; **24** skipped.

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