

Claims customer satisfaction based on latest analysis.

Aspect of Insurers Service	Average Rating
The speed with which your first report of your claim was acknowledged	4.64
Were our communications to you polite and easy to understand?	4.59
Were your communications to us dealt with courteously and promptly?	4.57
The length of time taken overall to conclude your claim.....	4.54
Once the claim was agreed, the speed and method of payment	4.64
How would you rate our overall claims service for someone asking you to recommend an Insurer for this type of cover?	4.65

Rating:

5 = Excellent

4 = Exceeded your expectations

3 = Met your expectations

2 = Below the level you expected

1 = Poor/Very Poor

These ratings show how committed both we and Insurers are to providing a first class service.

Customer satisfaction questionnaires will continue to be sent to clients who have made a claim to ensure that the claims service remains at its high level.