

## CUSTOMER SATISFACTION SURVEY RESULTS

*Based on an analysis of Customer Surveys collated October 2017 to December 2017 inclusive.*

*Total number of Customer Surveys completed and returned in this period is 201.*

*Data analysed 8<sup>th</sup> February 2018.*

|   | No. of Responses | Total Score Available | Score Achieved | No. who rated the service as "Excellent" | % who rated the service as "Excellent" |
|---|------------------|-----------------------|----------------|--|--|
| The friendliness and helpfulness of the person you spoke to   | 199              | 995                   | 925            | 185                                      | 92.96%                                 |
| The way in which the policy cover, benefits and exclusions were explained to you                      | 199              | 995                   | 966            | 176                                      | 88.44%                                 |
| The speed with which your call was answered   | 196              | 980                   | 946            | 169                                      | 86.22%                                 |
| How we did in response to your questions  | 196              | 980                   | 952            | 175                                      | 89.29%                                 |
| If you received a quotation before taking out the insurance, how well was it presented? Was it clear? | 183              | 915                   | 883            | 158                                      | 86.34%                                 |
| How quickly you received the policy documents   | 195              | 975                   | 944            | 171                                      | 87.69%                                 |
| Were the policy documents issued correctly? How were they presented, and were they clear?             | 197              | 985                   | 952            | 174                                      | 88.32%                                 |

|  | No. of Responses | No. who responded "Yes" | % who responded "Yes" |
|--|------------------|-------------------------|-----------------------|
| Did the policy meet your requirements?                                 | 201              | 200                     | 99.50%                |
| In the light of your own experience, would you recommend us to others? | 201              | 201                     | 100.00%               |

## CLAIMS FEEDBACK SURVEY RESULTS

*Based on an analysis of Claim Feedbacks collated October 2016 to January 2018 inclusive.*

*Total number of Claim Feedbacks completed and returned in this period is 188.*

*Data analysed 8<sup>th</sup> February 2018.*

|   | No. of Responses | Total Score Available | Score Achieved | No. who rated the service as "Excellent" | % who rated the service as "Excellent" |
|---|------------------|-----------------------|----------------|--|--|
| How easy was it to notify us of the claim?                | 187              | 935                   | 931.5          | 185                                      | 98.93%                                 |
| How helpful was our initial response?                     | 187              | 935                   | 925            | 181                                      | 96.79%                                 |
| How was the claim managed from start to finish?           | 187              | 935                   | 914            | 176                                      | 94.12%                                 |
| Were you happy with the time we took to settle the claim? | 184              | 920                   | 894            | 170                                      | 92.39%                                 |
| Were you happy with our settlement/repair/replacement?    | 183              | 915                   | 895            | 175                                      | 95.63%                                 |

|  | No. of Responses | No. who responded "Yes" | % who responded "Yes" |
|--|------------------|-------------------------|-----------------------|
| Would you recommend us to other park home residents? | 180              | 177                     | 98.33%                |