

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 8th 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 8th 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%