



# WEST SUBURBAN INSURANCE CUSTOMER SATISFACTION SURVEY 2013

262.783.6275 800-564.0801 FAX: 262.783.6211 [www.insurewisconsin.net](http://www.insurewisconsin.net) Follow us on Facebook, Pinterest, Twitter & Linked In ☺

**HOW ARE WE DOING?** It is our goal to offer you the best customer service available each and every day. We try to treat our customers the way we would like to be treated in the same situation. We strive to find that perfect balance between being responsive and efficient without being pushy and intrusive. Please take the time to let us know if we are meeting all of your insurance needs. We promise that we will take your comments seriously and continue to improve in all areas of agency operation. **THANK YOU** for your feedback. **WE APPRECIATE YOUR BUSINESS!!**

**PROGRAMS & SERVICES:** Please find below a list of some of our programs and services. Please use a number to indicate your response: **1= No Comment/ Do not Use, 2= Unacceptable/ Not Appreciated 3= Appreciated (Even if not utilized)**

- |                                     |                               |                               |
|-------------------------------------|-------------------------------|-------------------------------|
| 24 hour Voicemail _____             | 24/7 Payment Drop Box _____   | Candy/Gum/ Gift Bowls _____   |
| Welcome Packets _____               | Teen Driver Packets _____     | Our Website _____             |
| 800# _____                          | Newsletters _____             | Auto Id Card Protectors _____ |
| Agency Magnets _____                | Holiday Cards/Calendars _____ | Birthday Calls _____          |
| Thank You Gifts _____               | Referral Gifts _____          | Facebook Page _____           |
| Pinterest Boards _____              | Twitter Feeds _____           | LinkedIn Page _____           |
| Credit/ Debit Card Acceptance _____ | Any other suggestions? _____  |                               |

**CUSTOMER SERVICE:** Please rate the following Customer Service functions using a number to indicate your response: **1= Below Average 2= Average 3= Above Average 4= Excellent or N/A**

- |  |   |
|--|---|
| Ability to reach our office Staff _____  | Ability to leave messages, if necessary _____     |
| Courtesy & Friendliness of Staff _____   | Confidence that your concern is understood _____  |
| Clarity of explanations given _____      | Timeliness of resolutions/ action taken _____     |
| Timeliness in returning calls _____      | Internet availability _____                       |
| Communication re: industry changes _____ | Guidance selecting best coverages/companies _____ |
| Assistance with the claims process _____ |   |

**GENERAL QUESTIONS:** Please give a brief response to the following questions. N/A= Not Applicable

- |  |  |
|--|--|
| Is our office easy to find/ accessible? _____                        | Our are office hours acceptable? _____ |
| Is our office an enjoyable place to visit? _____                     | Appearance of office? _____            |
| Appearance of Staff? _____   | Are you happy with our service? _____  |
| Are you satisfied with our agency? _____                             | Would you recommend our agency? _____  |
| Have you recommended us? _____ if yes, # of times _____ (Thank you!) |  |
| Any other comments or suggestions? _____                             |  |

THANK YOU FOR TAKING THE TIME TO HELP US SERVE YOU BETTER !!