

CLAIMS SURVEY RESULTS

The colleagues of Merchants Insurance Group strive to offer products and services that meet your needs and exceed your expectations, but we realize they're only as good as the service we provide in the event of a claim. We're committed to delivering outstanding claims service to each and every claimant, and we back it up by routinely surveying our claims customers and insurance agent partners to measure our performance in all facets of the claim.

Since initiating our independent Claim Survey in 2001, we have received thousands of responses from our customers.

"We were very impressed by your attention, speed and efficiency in settling our claim. Thank you."

-Policyholder



In response to your feedback, we now have a dedicated **Claims Inquiry area for policyholders**, including Web site pages to make it fast and easy to track your claim!

To access the site, simply log into the Policyholders' section of our Web site with your e-mail and password. You will be taken to the "Policy Management" page, where you will click on the "Claim" tab at the top of the Policy Management page. You will then be taken into the Claims area. Follow the steps on the page to access information such as claim details, claim documents, payment details and more! You can also link directly to your claims representative.

Scores are based on a scale of 1 to 5, where 5 = strongly agree, 4 = moderately agree, 3 = neither agree nor disagree, 2 = moderately disagree, 1 = strongly disagree.

Rated Questions

		<u>Total</u>	<u>Total</u>	<u>Difference</u>
		<u>2010</u>	<u>2009</u>	
1:1	Our initial contact with you was timely.	4.48	4.54	-.06
1:2	Your Merchants Claim Representative acted in a professional manner.	4.60	4.66	-.06
1:3	Your Claim Representative clearly explained the claims procedure.	4.38	4.49	-.11
1:4	Your Representative was able to effectively answer your questions.	4.47	4.57	-.10
1:5	You were kept informed about the status of your claim.	4.05	4.24	-.19
2:1	The independent adjuster/inspector's initial contact with you was timely.	4.31	4.39	-.08
2:2	The independent adjuster/inspector acted in a professional manner.	4.41	4.49	-.08
2:3	You would recommend that we continue to use this company's services.	4.31	4.41	-.10
4:1	It was easy to file your claim.	4.54	4.68	-.14
4:2	Payment of your claim was issued in a timely fashion.	4.35	4.51	-.16
4:3	The outcome of your claim met your expectations.	4.32	4.44	-.12
4:4	You were treated as a valued customer.	4.41	4.58	-.17
4:5	Based on your experience with our claims service, you would be inclined to renew your insurance policy with Merchants.	4.48	4.63	-.15