Claims Report Card

*Please share your comments so that the Evans Insurance Services Protection Team can continue to work <u>even</u> harder for **You**.*

Name:_____
Email:_____

*Please provide a rating by checking (✓) the one that best describes your experience, by the way **<u>1</u>** is the worst and **<u>Wow</u>** is the best:*

1. **How would you rate Evans Insurance Services response time to your claim?**
   ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 ☐WOW!
2. **How would you rate our communication & over all attentiveness to your needs during your recent claim?**
   ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 ☐WOW!
3. **How satisfied were you with the insurance companies settlement of your claim?**
   ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 ☐WOW!
4. **Did you find the insurance companies representatives to be courteous, polite and thorough in their communication with you in regards to your claim?**
   ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 ☐WOW!
5. **How would you rate the vendor you used to repair your car or home damages?**
   ☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7 ☐8 ☐9 ☐10 ☐WOW!
   Vendor's Name: _____
6. **Because of your claims experience, how likely are you to recommend family, friends, and associates to <u>Evans Insurance Services</u> for all their insurance needs?**
   ☐ Not at all ☐ Maybe ☐ Definitely
7. **Please briefly tell us what you liked most about your recent claims experience with Evans Insurance Services.** *(This is very important)*

_____
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May we share this information with potential clients who inquire about our services? ☐Yes ☐No

Your Signature:_____

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