



**Anchor Insurance**

630-343-1200

www.AnchorInsInc.com

## Anchor Insurance Customer Satisfaction Survey

Please fill out this survey as honestly as possible.

We value your opinion and will utilize your response to better serve you.

Thank you.

1. Overall, how satisfied are you with Anchor Insurance Agency?

- very satisfied     
  somewhat satisfied     
  not very satisfied     
  not at all satisfied

2. How likely will you renew your policy(s) with Anchor Insurance Agency?

- very likely     
  somewhat likely     
  not very likely     
  not at all likely

3. Have you recently recommended Anchor Insurance Agency to friends or family for insurance?

- yes     
  No, but I am willing     
  No opinion either way     
  No, I will not recommend

Note: Anchor Insurance Agency does have a rewarding referral program

4. How would you rate Anchor Insurance Agency.

- |                                 |                            |                            |                            |   |
|---------------------------------|----------------------------|----------------------------|----------------------------|---|
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | a. treating you with respect  |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | b. knowing who you are  |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | c. being accessible   |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | d. answering your questions so you understand                                       |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | e. the agents ability to address your concerns                                      |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | f. providing you with enough information to help you choose the coverage you needed |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | g. being responsive   |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | h. following up and returning your call   |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | i. handling your requests in a timely manner  |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | j. explaining changes in your policy and premiums                                   |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | k. informing you of new products or services  |
| <input type="radio"/> very good | <input type="radio"/> good | <input type="radio"/> fair | <input type="radio"/> poor | l. the value of the service you receive   |

5. Prior to this survey, how long has it been since you have been in contacted with Anchor Insurance Agency?

- less than 1 year   
  1 to 2 years   
  2 to 3 years   
  over 3 years

6. Who initiated this contact?     you or your family     Anchor Insurance Agency

7. what was the reason for this contact?

- change coverage   
  policy renewal   
  billing question  
 report a claim   
  new purchase   
  pay bill   
  complaint

other:

8 How do you prefer to be contacted by Anchor Insurance Agency?

- phone     
  email     
  mail

9. What could Anchor Insurance Agency do to make the customer relationship better?

10. How confident are you that Anchor Insurance Agency would resolve any complaints you might have?

\_\_\_ Very Confident \_\_\_ | \_\_\_ Somewhat Confident \_\_\_ | \_\_\_ Not At All Confident \_\_\_

1     2     3     4     5     6     7     8     9

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