



Customer Satisfaction Survey

To whom did you first report your claim to?

FedNat Adjusting Your Agent Public Adjuster Other _____

After reporting your claim, how long did it take for a representative from Federated National to contact you?

0-24 Hours 24-48 Hours 48-72 Hours Longer

Were all your calls and/or e-mails returned? Yes No If Yes, how long was the response time?

0-24 Hours 24-48 Hours 48-72 Hours Longer

Was all correspondence sent relative to your claim clear and concise? Yes No

On a scale of 1-5 please rate your satisfaction with any adjuster who came to your home on behalf of Federated. (1=least satisfied, 5=totally satisfied)

1 2 3 4 5

On a scale of 1-5 please rate your satisfaction with your Desk Adjuster. The Desk Adjuster is the individual employed by FedNat Adjusting to internally process your claim.

1 2 3 4 5

Did you deal with any other service providers, such as a water remediation company or a general contractor? Yes No

If so, please name them and rate your satisfaction with them on a scale of 1-5.

Name: _____

(if more space is needed to list providers, use general comment section below)

1 2 3 4 5

On a scale of 1-5, how satisfied were you with your overall claims experience?

1 2 3 4 5

General comments and/or questions below:

Your name: _____

Claim Number (if known): _____

Policy Number (if known): _____

Name of any adjusters with whom you spoke: _____

Ver: 01-15