



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 National. (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

Were you aware of FedNat's Preferred Contractor Network, and if so, did you utilize the Network? 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: _____