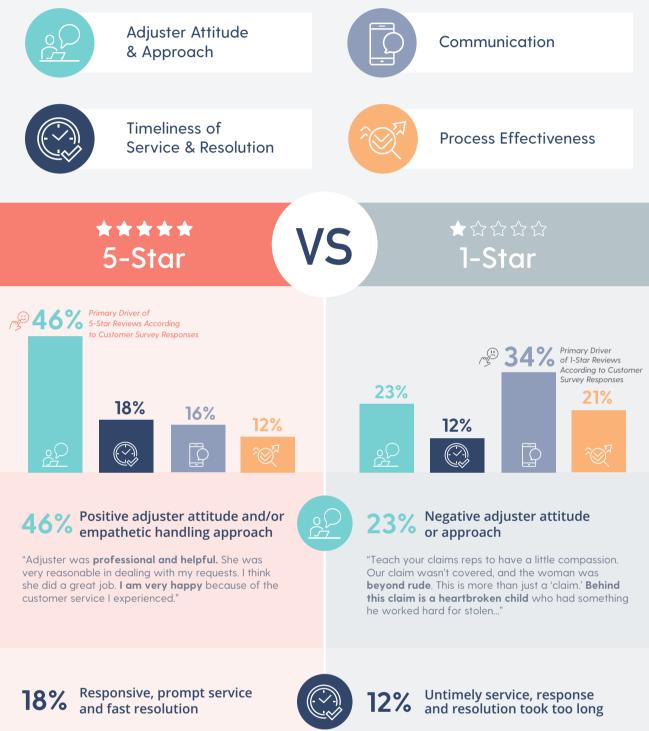
hi marley

What Differentiates 1-Star vs. <u>5-Star</u> **Claims Experiences?**

Hi Marley analyzed 24,363 customer surveys and discovered **FOUR** main factors that drive policyholders' satisfaction levels.



"Handled claim in a **very timely manner**. Also allowed me to focus on continuing daily life without worries about the incident."



1 Ineffective or sub-optimal o communication from the carrier/adjuster

16% Excellent and effective communication from the carrier/adjuster

"Once when [my rep] called for rental info, she quickly knew my hands were full with an upset baby, she made the call quick and made sure I got the info by texting it to me so I could get back to the baby. And overall quickness of the claim was great!"



"Communication is VERY lacking. Only received one call. Had requested to speak with a manager and never received a call or email. Cannot get any answers. Had to do ALL the leg work to find a shop and organize towing to that shop. The list goes on...

Claims process and expectations were clear and effective

"Easy process, I like the fast response and the text directly to my agent. My agent handled my claim great."



Poor claims process explanation, lack of expectations

"It wasn't fully explained to me how the process worked with it being the other person's fault that had insurance. I was told to file a claim through my insurance.'

Want to learn more about what drives customer satisfaction? Download the "Consumer and Carrier CX Insights: What Drives 1-Star and 5-Star Customer Satisfaction Scores in Claims" white paper.



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