METROPOLITAN ENTERPRISES

Customer satisfaction survey

Company name: Local Specialty Insurance Company

Your name and title: A.C., Claims Handler

Metropolitan Enterprises has been providing serves to your company for:

One year ☐ Two – four years ☐ Over five years ☑

METROPOLITAN ENTERPRISES provides the following services for you:

- ☑ Auto damage appraisal
- ☑ Total loss evaluation for ACV
- ☑ Total loss evaluation for RCV
- ☑ Heavy equipment appraisal
- ☑ Salvage valuation
- ☑ Specialty vehicle appraisal
- ☑ Specialty equipment appraisal
- ☐ Industrial equipment appraisal
- ☐ Property damage appraisal personal and commercial
- ☐ Property claims adjusting personal and commercial
- ☐ Scene Investigation
- ☐ M.I.S.T. and L.I.S.T. investigations
- ☐ Stated value reports
- ☑ Motorcycle appraisal
- ☐ Marine appraisals
- ☑ Subrogation claim review

The reason you chose METROPOLITAN ENTERPRISES for your service needs:

REPORTS ARE DETAILED

Would you say Metropolitan Enterprises has:

Met your expectations ☐ Exceeded your expectations ☑

Do you find the staff at Metropolitan Enterprises to be helpful and knowledgeable?

YES ☑ NO ☐

Is METROPOLITAN ENTERPRISES service prompt?

YES ☑ NO ☐

Would you say the appraisers at METROPOLITAN ENTERPRISES are well trained in the field of appraisals and adjustment?

Yes ☑ NO ☐

Do you feel that METROPOLITAN ENTERPRISES saves you money on your claims when possible?

YES ☑ NO ☐

Please rate the overall performance of each department at Metropolitan Enterprises you have had dealings with.

The rating is as follows “1” needs improvement, “2” satisfactory, “3” good, “4” excellent
Please feel free to offer any comments with your rating for each department that you feel will improve our services in that area.

Dispatching Department Local Specialty Insur

SEEM TO GET THE WORK OUT FINE.

Appraisers 4

ALWAYS PROMPT AND HELPFUL

Administration 4
Office manager and owner

LARRY AND SANDY ARE ALWAYS AVALIBLE

Billing dept 3

NEVER HAVE TO DEAL WITH THIS DEPT

Quality control dept 4

ESTIMATE ARE ALWAYS WRITE AND WE HAVE VERY FEW SUPPLEMENT SO KEEP DOING WHAT YOU DO

Specialty research department 4

YOU GUYS FIND IT ALL THANKS

Is there any area of specialty that Metropolitan Enterprises excels in that you find to be of great service to your company?

YES ☑ NO ☐ if yes please explain

TOTAL LOSSES ARE UNDISPUTABLE

Would you refer METROPOLITAN ENTERPRISES to an associate or another insurance company?

YES ☑ NO ☐

Thank you for taking the time to complete this survey. We hope to use this information to better service you as our valued customers. Some of this information may or may not be used in our advertising campaigns.

Please feel free to offer any comment below regarding any of our staff, and or our services.

KEEP UP THE GREAT WORK. I CAN ALWAY COUNT ON YOU FOR A TOUGH CLAIM TO GO EASY