METROPOLITAN ENTERPRISES

Customer satisfaction survey

Company name: National Car Rental Company

Your name and title: A. T., Claims Examiner

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:

quality estimates, detailed reports

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 National Car Rental (

good, always helpful

Appraisers 4

know there stuff

Administration 4
Office manager and owner

Sandy and Larry will always take your call and help. that is so unusual for owners

Billing dept 3

don't deal with them but bills are reasonable and never over charges

Quality control dept 4

do not know them and never deal with them but they appear to be a great behind the sense group of people because the estimates and reports are always right so someone must check everything

Specialty research department 4

great group, I never heard of some of the places you found to get parts and find the odd stuff. Nice job

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

Just great overall company to work with

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.

Larry has a great staff and I enjoy working with him and his staff. I am glad my company uses them