METROPOLITAN ENTERPRISES

Customer satisfaction survey

Company name: Local Specialty Insurance Company

Your name and title: S. B., 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:

I LIKE THE APPRAISALS, WITH VERY FEW SUPPLEMENTS. APPRAISERS USUALLY GET THE COMPLETE VEHICLE DAMAGE ON THE FIRST APPRAISAL. ALSO LIKE THE TOTAL LOSS APPRAISALS AND 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 Local Specialty Insur

COULD BE A LITTLE QUICKER ON RETURN CALLS. BUT ALWAYS GETS ME THE RIGHT INFO AND GET MY ASSIGNMENT OUT IN A TIME MANOR. WITH THE PROPER INFORMATION ON THEM

Appraisers 4

ALWAYS EFFECTIVE AND HELPFUL AND IF I EVER HAVE A CONCERN LARRY IS THERE FOR ME TO CORRECT IT QUICKLY

Administration 4
Office manager and owner

LARRY AND SANDY ARE RIGHT THERE ANY TIME I NEED HELP OR IF I HAVE A QUESTION OR REQUESTING SOMETHING OUT OF THE ORDINARY

Billing dept 3

NO PROBLEMS

Quality control dept 4

NO PROBLEMS

Specialty research department 4

NO PROBLEMS

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 LOSS APPRAISALS

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. THANKS EVERYONE