

Emergency Service Quality Questionnaire

Our goal is to provide you with the best possible service and your input is vital to our success. Please help us serve you and others better by taking a few minutes to answer the questions below. Thank you for responding.

Job Number : 14-1043-WTR
Advocate : Angela Welch
Customer Name : Weber, Steve/Deb
Estimator Name : Doran Ostrum
Supervisor Name : Not Applicable .
Insurance Company : State Farm Insurance-Indianapolis Operations Center
Primary Adjuster : pending , pending
Survey Date : 10/6/2014 10:32:03 AM

Question 1 - On a scale from 1 to 10, where 1 is poor and 10 is excellent, how would you rate the way the technician explained the procedure for drying your property?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA

(*)

Comment : Doran did a great job. He was very happy with the work done.

Question 2 - How would you rate the way the technician explained about the equipment left on site?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA

(*)

Comment :

Question 3 - How would you rate the communication from the office staff or field crew regarding the scheduling of your job?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA

(*)

Comment :

Question 4 - On a scale from 1 to 10, where 1 is very late and 10 is extremely punctual, how would you rate the 'on time' arrival of crew?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA

(*)

Comment : The property owner said that the crews were always on time. If they made an appointment they kept it. Communication was excellent.

Question 5 - How would you rate the professionalism and appearance of the crew?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA

(*)

Comment :

Question 6 - How would you rate the way Midwest treated your home/possessions?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA

(*)

Comment :

Question 7 -

How would you rate the way Midwest treated you?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA



Comment :

Question 8 -

As a result of your experience with Midwest, how likely are you to recommend them to your family and friends?

Rating :

Rate 1 Rate 2 Rate 3 Rate 4 Rate 5 Rate 6 Rate 7 Rate 8 Rate 9 Rate 10 NA



Comment :

The property owner stated that he will be recommending Midwest. They did a great job and really communicated well.

Average Score :

10.00