



## QUALITY OF SERVICE QUESTIONNAIRE

**NEW BUSINESS**

**POST TO US or FAX BACK TO 01482 388504**

- We like to think we do a good job, but we'd also like to know if that's not the case. You have recently arranged a new policy with us, for which we are grateful, and as part of our continual efforts to provide clients with a better and more appropriately focused service, we would appreciate it if you would complete this short questionnaire. Please tick the appropriate response. Thank you.

	Statement	Strongly agree		Agree		Strongly disagree	N/A
1	I was given details clearly explaining your services early in our discussions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	If available, I was given options for the method of premium payment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	I discussed and agreed whether the advice I received covers my specific needs, or is limited to particular areas, which I chose.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	I was given the opportunity to provide enough information for the Account Executive to get to know my business and my needs and objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The Account Executive told me about the limitations as well as the advantages of the products recommended.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	The Account Executive demonstrated an understanding of my industry and the risks it faces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	The Account Executive helped me understand what is and is not covered by the products I have purchased.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Your staff met my deadlines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	I have received a letter providing me with a clear explanation of the advice I received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	I have been made aware of other insurance areas that might need reviewing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	I am aware of the ongoing advice and service I can expect to receive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	I was informed of the other services available from The Insurance Partnership – Health Insurance, Financial Services, Risk Services, Commercial Finance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	I would recommend you to others.			Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
10	You could improve your service by....						
Please provide any additional comments you wish to make.							

I would be happy for these comments to be used on your promotional material. Yes  No

Customer's name:		Signature:	
Account Executive's Name:		Date:	

- Please accept our thanks for taking the time to complete this form. We assure you that we value your input and will look to continue improving the service we provide as a direct result of this feedback.

Policy inception in: Apr 09

The Insurance Partnership Insurance Brokers is a trading name of The Insurance Partnership Services Ltd.