



## Your Opinion is Important to Us!

### Claims Satisfaction Questionnaire

Please would you take a few minutes to give us some feedback about our service?

- | 1. How would you rate the:  | Excellent             | Good                  | Poor                  | Very Poor             |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| a. general level of our claims service?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. amount of information we provided during the different stages of your claim? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. time taken by us to process your claim?                                      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. general politeness and understanding of our staff?                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. ease in contacting our department?   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- 
- | 2. Did you encounter problems at any of the following stages?                      | Yes                   | No                    |
|--|-----------------------|-----------------------|
| ▪ Survey   | <input type="radio"/> | <input type="radio"/> |
| ▪ Appointed suppliers (e.g. architect, doctor, technician, surveyor, outlets, etc) | <input type="radio"/> | <input type="radio"/> |
| ▪ Bills settlement   | <input type="radio"/> | <input type="radio"/> |
| ▪ Establishing Policy cover or otherwise   | <input type="radio"/> | <input type="radio"/> |
| ▪ Police report  | <input type="radio"/> | <input type="radio"/> |
- 
- | 3. How do you feel about Atlas?   |                       |                       |
|---|-----------------------|-----------------------|
| a. Have you ever recommended Atlas and/or its claims' service to family or friends? | <input type="radio"/> | <input type="radio"/> |
| b. If not, would you recommend Atlas to them?                                       | <input type="radio"/> | <input type="radio"/> |
| c. Do you feel that Atlas is a company you can trust?                               | <input type="radio"/> | <input type="radio"/> |
| d. Did you feel that our staff were genuinely interested in helping you?            | <input type="radio"/> | <input type="radio"/> |

Any further comments or suggestions that you might have (both positive and negative) are welcome.

Thank you for your time!

If you write your name and address below, we can follow up any feedback you give us.

**Atlas Insurance PCC Limited**

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## L-Opinjoni Tiegħek Tiswa Hafna!

X'taħseb dwar is-servizz tagħna?

Nitolbuk tagħtina f'tit minuti biex tgħidilna x'taħseb dwar is-servizz tagħna.  
L-opinjoni tiegħek tiswa hafna għalina!

- | 1. Għidilna x'taħseb dwar:   | Eċċellenti            | Tajjeb                | Hazin                 | Hazin hafna           |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| a. il-livell ta' servizz fid-dipartiment tal-klejms?                           | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. l-ammont ta' informazzjoni li tajnik dwar is-sitwazzjoni tal-klejm tiegħek? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. iż-żmien li ħadet il-klejm tiegħek biex giet ipprocessata/magħluqa?         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. kemm kienu edukati miegħek l-impjegati fid-dipartiment?                     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| e. kemm kien faċli tikkuntattja dan id-dipartiment?                            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- 
- | 2. Matul il-klejm tiegħek, sibt xi problemi f'wieħed minn dawn?                                 | Iva                   | Le                    |
|---|-----------------------|-----------------------|
| ▪ Survey  | <input type="radio"/> | <input type="radio"/> |
| ▪ Persuni li qabbadna fuq il-klejm tiegħek (eż perit, tabib, teknixin, surveyor, ħwienet, eċċ.) | <input type="radio"/> | <input type="radio"/> |
| ▪ Flas ta' kontijiet  | <input type="radio"/> | <input type="radio"/> |
| ▪ Deċiżjoni fuq jekk kellikx kopertura neċessarja   | <input type="radio"/> | <input type="radio"/> |
| ▪ Rapport tal-pulizija  | <input type="radio"/> | <input type="radio"/> |
- 
- | 3. Kif tħossok rigward is-servizz ta' Atlas?                                      |                       |                       |
|---|-----------------------|-----------------------|
| a. Ġieli rrakkomandajt lil Atlas u s-servizz tal-klejms lill-familjari jew ħbieb? | <input type="radio"/> | <input type="radio"/> |
| b. Jekk le, taħseb li tirrakkomandalhom lil Atlas?                                | <input type="radio"/> | <input type="radio"/> |
| b. Tħoss li Atlas hija kumpanija li tista' tafda'?                                | <input type="radio"/> | <input type="radio"/> |
| c. Tħoss li l-impjegati tagħna kellhom interess ġenwin li jgħinuk?                | <input type="radio"/> | <input type="radio"/> |

Għandek xi kummenti (kemm pożittivi u kemm negattivi) jew suggerimenti oħra għalina?

Grazzi tal-ħin tiegħek!

Isem u kunjom (m'intix obligat li tagħtina d-dettalji tiegħek, iżda jekk tagħti ismek inkunu nistgħu niċċaraw il-kummenti tiegħek).

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