

Customer Satisfaction - Renewals

Name:

Position:

Company:

Email Address:



Policy No.

Renewal Date:

How did you rate our performance? *(Please tick appropriate boxes)*

Please rate 1 – 5 Example: 1 = Poor & 5 = Very Good

The quality of our documentation &/or presentation

The adequacy of the insurance to meet your needs

The Pricing

Our Ability to meet deadlines

Our desire to continue to serve your business

Our knowledge and expertise

1	2	3	4	5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If applicable, please advise why you elected not to renew with Erimus Insurance Brokers this year

(Please tick the appropriate box &/or if applicable provide a brief explanation of your reason)

Our company went into administration or Receivership Our Company ceased trading

We were taken over or merged with another firm Pressure from bank to use them

We moved to another broker The cover was no longer needed

Cover was not adequate or no longer suitable The Premium was not competitive

There were service issues (Please explain below and we will contact you to discuss, if you permit)

Would you like us to provide a quotation for you next year? (Please circle your answer) Yes / No