



A Division of Coultter & Faraone Insurance Brokers Inc.

121 Robinson St. Suite 300
Markham, ON L3P 1P2
Toronto: 416-324-2811
Fax: 905-471-3180

Customer Satisfaction Survey

Ensurco Insurance Group strives to provide all our clients with the best products and services at a competitive price. In our efforts to continue to improve our service, we ask that you complete the following survey and return it to our office either via mail or via fax at 905-471-3180.

1. Upon contacting Ensurco, you were serviced:
 Immediately Within 30 minutes within 1 hour Within 2 hours More than 2 hours
2. Was our representative friendly and courteous? Yes No
3. Were all of your questions answered and all available options fully explained? Yes No
4. Were you able to complete your transaction with 1 phone call? Yes No
5. If no, did you feel the additional phone call(s) was/were reasonable? Yes No
6. Was your request completed correctly? Yes No
7. Did your correspondence arrive promptly and in an attractive format? Yes No
8. Did our representative confirm your home address? Yes No
9. Did our representative confirm your email address? Yes No

If not, please provide: _____

10. On the following scale, please rate the service you have received:
 Poor Adequate Excellent Truly Outstanding

Optional Information:

Your Name: _____ Your Policy #: _____

Ensurco Representative you spoke to: _____

Thank you for taking the time to complete our survey and to help us better service the insurance needs of each and every client. Please feel free to contact me by phone or in writing with any comments or concerns you may have.

Sincerely,

Raymond J Faraone
President