



## **2008 Survey of Hawaii and Alaska Commercial Customers**

National Interstate would like to thank all of the customers who responded to our annual survey. Sixteen percent of the customers who received the survey responded.

The following is a compilation of results for three of our major business units: General Commercial, Transportation and Truck. Results are summarized for the years 2004-2008.

The National Interstate Management Team is analyzing both the ratings and the valuable comments that we received. Customer feedback is very helpful to us as we plan for future product and process improvements.

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## I. Introductory Remarks – 2008 Survey of Hawaii and Alaska Commercial Customers

The objective of the survey was “To measure the satisfaction level of Hawaii and Alaska commercial customers with NIIC’s services.”

## II. Executive Summary

- Respondents totaled 82 customers. This figure includes 62 General Commercial, 14 Transportation and 6 Truck customers.
- The **overall average** satisfaction rating on a 1 (low) to 5 (high) scale was 4.37. The overall rating decreased by 0.07 points over last year’s average.
- The highest average rating was 4.54 for the category of “Satisfaction With Agent”. The lowest average was 4.12 for “Problem Resolution”.
- Ratings improved from 2007 in three categories: “Quality of Claims Settlements, Quality of Endorsements,” and “Timeliness of Endorsement Processing.”

- Summary of overall ratings between 2003 and 2008 on a scale of 1 (Low) to 5 (High):

Performance Dimension	Overall Average 2008 Rating	Overall Average 2007 Rating	Overall Average 2006 Rating	Overall Average 2005 Rating	Overall Average 2004 Rating	Overall Average 2003 Rating
1. Timeliness of Claims Settlements	4.33	4.54	4.46	4.09	4	4.16
2. Quality of Claims Settlements	4.43	4.29	4.45	4.23	3.83	4.18
3. Claims Communication	4.27	4.47	4.34	4.26	4.02	3.99
4. Timeliness of Policy Issue	4.29	4.36	4.2	4	3.98	3.76
5. Quality of Policy Documents	4.41	4.52	4.3	4.28	4.2	3.91
6. Timeliness of Endorsement Processing	4.42	4.31	4.21	4.11	3.91	3.83
7. Quality of Endorsements	4.47	4.4	4.21	4.27	4.08	3.93
8. Accuracy of Billing	4.27	4.35	4.18	4.27	4.02	3.94
9. Payment Terms	4.39	4.44	4.26	4.29	4.17	3.88
10. Responsiveness to Your Phone Calls	4.33	4.57	4.41	4.27	4.24	4.04
11. Problem Resolution	4.12	4.3	4.29	4.26	3.93	3.8
12. Satisfaction With Your Agent	4.54	4.67	4.41	4.42	4.46	4.21
13. Overall Average	4.37	4.44	4.28	4.23	4.11	3.95

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### **III. About The Survey**

- The survey was mailed to 500 insureds.
- The insureds were asked to complete the survey and return it within three weeks. The surveys were mailed in November.
- A cover letter and return envelope were included. The survey was a single page in length.
- Survey participants were asked to rank their satisfaction with NIIC's service performance in twelve categories on a scale from 1 (low) to 5 (high). Participants were also asked two open-ended questions.
- There was a 16% return rate for the survey.