



## 2008 CLAIMS CUSTOMERS SATISFACTION SURVEY RESULTS

At First Insurance, we pride ourselves on providing the best claims service in Hawaii. And we're proud to say that over **96%** of our policyholders are either 'Very Satisfied' or 'Satisfied' with the service they have received.

(5+4)	Very Satisfied 5	4	3	2	Very Dissatisfied 1
<b><i>How well did your claims adjuster do in:</i></b>					
Promptly contacting you after your claim was received?					
<b>96.4% %</b>	85.3%	11.1%	2.8%	0.6%	0.2%
Providing professional, courteous service?					
<b>97.6%</b>	89.8%	7.8%	2.2%	0.2%	0.1%
Adequately responding to your questions?					
<b>96.8%</b>	87.1%	9.6%	2.8%	0.1%	0.4%
Returning phone calls within 24 hours?					
<b>95.1%</b>	82.3%	12.8%	3.8%	0.7%	0.5%
Promptly scheduling your inspection/appraisal (if necessary)?					
<b>95.2%</b>	87.0%	8.2%	3.7%	0.9%	0.2%
Paying your claim promptly after agreed settlement?					
<b>96.1%</b>	87.9%	8.2%	2.9%	0.5%	0.5%
Providing prompt claim status reports (Workers' Compensation employers only)?					
<b>90.8%</b>	67.7%	23.1%	1.5%	3.1%	4.6%
<b><i>If you used a Direct Repair Program (DRP) shop how would you rate your experience with this service?</i></b>					
<b>94.5%</b>	78.8%	15.7%	4.7%	0.4%	0.4%
<b><i>Overall, how would you rate our claims service?</i></b>					
<b>96.9%</b>	85.4%	11.5%	2.4%	0.3%	0.4%