

IN 2019, YOU SPOKE. WE LISTENED.

Your feedback is very important to us. Below are some of the **2019 policyholder feedback results** and comments you've provided and how we plan to ensure you receive the best insurance experience possible.

SUPERIOR QUALITY & SERVICE

Overall, you rated us very high in our services and quality of offerings.



96%

Satisfied to extremely satisfied with ability to report claims 24/7 with live reps



95%

Satisfied to extremely satisfied with ease of doing business with ICW Group



96%

Satisfied to extremely satisfied with accuracy of premium bills

GREAT COMMUNICATIONS

You'd like us to keep up the detailed communications we provide.



95%

Satisfied to extremely satisfied with ease of understanding communications



95%

Satisfied to extremely satisfied with billing clarity (welcome notices, reminders, etc.)



95%

Satisfied to extremely satisfied with quantity of billing communications

ACTION ON YOUR FEEDBACK

You helped us identify areas to improve



14%

Interested in more training & materials to help reduce ex-mods



Lowering injuries and being safe is the #1 way to reduce ex-mods



3x

We're tripling our safety webinars, growing bilingual content, expanding safety manager certification series and adding micro-learning content



18%

Want to learn how we investigate and defend against suspicious claims



We take fraud seriously and are increasing our partnership with you



3x

We're offering more fraud webinars, symposiums, tools, and increased hotline coverage to ensure you can reach us when you need us!



17%

Rated ease and speed in reporting a claim as critical



We're working to make sure it's fast & easy to report your claim



12secs

We've added more team members, answer calls within 12 seconds (avg), and can personally walk you through the reporting process

WANT YOUR VOICE TO BE HEARD? Learn more at icwgroup.com/survey