

SPECIALTY CLAIMS SERVICE, INC.
225 STATE ROAD
MEDIA, PA 19063

CATHOLIC CHARITIES-GALLAGHER SERVICES
201 POTSSPRING RD.
TIMONIUM, MD 21093

In an effort to ensure that we are providing the very best service to our customers, please take a moment to complete this short survey and return it to us in the enclosed self addressed stamped envelope. If you prefer, you may complete the survey on the web at www.portercurtis.com/survey.asp. Simply enter your survey number to begin.

Thank you for your input and helping us serve you with a quality experience

QUALITY SATISFACTION SURVEY # 142937

Name:	CATHOLIC CHARITIES-GAL
Date of Loss:	08/09/2009
Claim Number:	AOB-01050

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description/Identification of Survey Item	Scale				
	P o o r	G o o d			E x c e l l e n t
1. Initial contact with Claim Representative was timely	1	2	3	4	5
2. Claim Representative provided clear explanations and answered my questions to my satisfaction.	1	2	3	4	5
3. Claim Representative returned email, messages in a timely manner	1	2	3	4	5
4. Claim Representative was helpful and polite	1	2	3	4	5
5. The settlement was fair	1	2	3	4	5
6. My claim was settled in a timely period	1	2	3	4	5
7. Overall satisfaction with the claim handling experience	1	2	3	4	5

Comments:
