

CONTACT CENTER BORROWER SURVEY

**2020 Total
Survey Score**

95.73%

**Avg. Time to
Answer**

12 seconds

**Avg. Abandon
Rate**

.35%

Several key variables set excellent customer service apart from mediocre customer service. State National continually measures key elements of our contact center, including timeliness, accuracy, and problem-solving effectiveness. Our Survey of Service Satisfaction of borrowers is one of the ways we accomplish this.

How it works:

A recorded message asks all callers to participate in a short survey after the call is concluded:

“We understand insurance can be confusing, if not frustrating at times, and we would like your input in order to make the experience as positive as it can be. To help us do that, please evaluate the representative that you just spoke with when answering the following questions...”

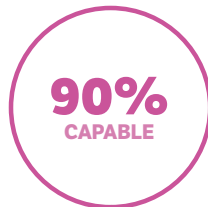
State National reps are...



98% of borrowers stated that we were able to answer their questions regarding insurance.



98.3% of borrowers stated that the rep was courteous.



90% of borrowers' issues were resolved.

Of borrowers whose issues were not resolved...



99% stated that they understood next steps to resolve their issue.

Results Overview

We use the ongoing results to track trends, improve service, provide feedback, support training, and to reward our top-scoring reps for their good work. For details on our ongoing borrower survey and current results, please send an email to info@statenational.com.