



CONTACT CENTER

2024 Borrower Survey Results

What sets excellent customer service apart?

At State National, we continually measure elements including timeliness, accuracy, and effective problem-solving to ensure we're always at the top of our game. Our Borrower Survey of Service Satisfaction is a key tool in reaching this goal.



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's 2024 Stats:



98%

RESPONSIVE

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



99%

COURTEOUS

99% of borrowers stated that the rep was courteous.



91%

IMMEDIATE
RESOLUTION

91% of borrowers' issues were resolved right away.



99%

INSTRUCTIVE/
INFORMATIVE

99% of those needing additional action stated that they understood the next steps to resolve their issue.

97%

TOTAL SURVEY
SCORE

28s

AVERAGE TIME
TO ANSWER

2.03%

AVERAGE
ABANDON RATE