
V N E W S O F V A L U E

CLIENT SURVEY RESULTS: CLAIMS SERVICE TO IMPROVE

As part of Morgan & Cheves' commitment to service excellence, we recently asked community managers their opinions of the service they are receiving from us. These comments are important and assist us in continuing to provide the best insurance products and services, which managers have come to expect from Morgan & Cheves. We sent written surveys to 220 building and property managers. The response was excellent: 148 managers responded, which represents 67 percent of those surveyed.

Goals Of The Survey

The goals of the survey were—

- To gather information with the convenience of the managers in mind.
- To determine the perception of Morgan & Cheves in the marketplace.
- To determine the perception of The PMA Group in the marketplace and the affect it may have on Morgan & Cheves' service image.
- To evaluate individual service areas and compare results with previous surveys.
- To provide an opportunity for managers to express their concerns and offer suggestions.
- To identify services that may need strengthening and follow-up with a plan for focusing on those areas.

Results Of The Survey

The 1997 Community Association client survey once again reflects excellent service and quality relationships between Morgan & Cheves and community managers. The majority of responses were very positive and enthusiastic about Morgan & Cheves as an insurance and risk management resource. Ninety-eight percent of respondents were very satisfied or satisfied with the services provided by our agency. Comments were also positive regarding professionalism and customer service. Telephone response, written communication, technical expertise, and courtesy of service all received high marks.

Specific service areas with more average and negative responses relate to PMA claims handling. Many comments indicate slow and unresponsive service from PMA. And although Morgan & Cheves claims service rates higher than PMA, it was not as strong as some other areas of the survey.

We're Improving Based On Your Comments

As a result of the comments regarding claims handling, we are making the following changes:

- Morgan & Cheves' internal claims management system has been revamped.
- We told PMA the survey findings, and as a result, they are making the following changes:
 - PMA is using only two adjusting companies;
 - Morgan & Cheves is working with a PMA claims supervisor to set goals regarding Morgan & Cheves' expectations of PMA; and
 - Morgan & Cheves and PMA are working closely when losses are submitted to ensure a timely settlement and correct coverage interpretation.

Questions or Concerns?

As always, if you have any questions, problems, or concerns any time during the year, please call Steve Dickerson at Morgan & Cheves (703-739-2346). We're here to serve you.

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MORGAN & CHEVES
I N S U R A N C E
