

Marquis Agency Client Satisfaction Survey

Please print out, complete and fax back to 732-634-5379

Please rate your level of satisfaction with:		Extremely Satisfied	Satisfied	Neutral	Dissatisfied	Extremely Dissatisfied
Account Management/Administrative Staff						
1	Knowledge of the Marquis staff	5	4	3	2	1
2	Our staff's professionalism in answering your calls and emails	5	4	3	2	1
3	Timeliness of our staff's response to your inquiries	5	4	3	2	1
4	Timeliness of renewal packages you received	5	4	3	2	1
5	Professionalism of renewal proposals	5	4	3	2	1
6	Timeliness of Certificate of Insurance issuance	5	4	3	2	1
Client Executive/Broker						
7	Knowledge of the Architects, Engineers, Surveying, Landscape Architecture, Environmental profession	5	4	3	2	1
8	Assistance with and review of your firm's renewal application	5	4	3	2	1
9	Timeliness of renewal quotes	5	4	3	2	1
10	Negotiation of renewal quotes/coverage	5	4	3	2	1
11	Assistance with increased limits for specific projects	5	4	3	2	1
12	Timely response to coverage inquiries	5	4	3	2	1
13	Assistance with claims	5	4	3	2	1
Risk Management						
14	Our contract review services	5	4	3	2	1
15	Timeliness of contract review services	5	4	3	2	1
16	Satisfaction with Marquis' hosted web/seminars	5	4	3	2	1
17	Would you like more information on Marquis' extensive products and services?	Yes		No		
If yes, please include your name and phone number below.						