



WEHBEINSURED

WEHBE INSURANCE SERVICES L.L.C.

Satisfaction Survey

At WEHBE we are always seeking ways to improve the services we provide our clients. Your opinion is very important to us and therefore we would appreciate if you take a few moments to complete this form & fax or email it to us. (04- 324 4010 or info@wisuae.com)

We assure you that all your answers will be strictly confidential.

NAME: _____

Company: _____

Q1. Overall how would you rate the quality of service from WEHBE?

Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>
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Q2. Why do you say that?

Section 1 – CLAIMS SERVICE

If you have not made a claim, please go to Q5

Q3. Overall, how would you rate the service from WEHBE when dealing with your claim?

Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>
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Q4. Why do you say that?

Q5. Overall, how would you rate the services of your medical insurer?

Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>	Unsatisfactory <input type="checkbox"/>
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Q6. Thinking about your last non-direct settlement claim do you agree that?

	Totally Agree	Slightly Agree	Neither agree nor disagree	Slightly disagree	Totally disagree	Don't know
The Claim Process is straight forward	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Claiming only requires minimal involvement from me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was confusing to receive several invoices from the hospital and my consultant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It took too long for my bills to be paid by my insurer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The claim form was easy to complete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how much cover I have	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7. Following your experience of making this claim, how do you feel about your insurer, would you say your impression is?

Excellent Good Satisfactory Poor Unsatisfactory

Q8. For Claims Process through WEHBE Do you agree or Disagree, WEHBE were:

	Totally Agree	Slightly Agree	Neither agree nor disagree	Slightly disagree	Totally disagree	Don't know
WEHBE helpful in processing settlement of claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WEHBE staff were professional and courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WEHBE staff updated me on status of my claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. Do you agree that WEHBE involvement facilitated the settlement of disputed claims?

Totally Agree Slightly Agree Neither agree nor disagree Slightly disagree Totally disagree Don't know

Q10. Do you agree that WEHBE staff clearly explained reason(s) why the insurer rejected your claim?

Totally Agree Slightly Agree Neither agree nor disagree Slightly disagree Totally disagree Don't know

Section 2: Communication

Q11. Have you visited our Website?

Yes No

Q12. Have you seen the medical forms on the WEHBE website? (Applications / Claims)

Yes No

Section 3: Overall Views

Q13. Overall, how would you rate the service you receive from WEHBE?

Excellent Good Satisfactory Poor Unsatisfactory

Q14. How can WEHBE improve its service?