

Policy Holder*:

Policy Number:

Claim number or date of occurrence*:

* Mandatory fields

Your opinion matters!

At Hiscox we are constantly striving for best-in-class claims service. We are kindly asking you to let us know how we are doing and what could be done to make the Hiscox experience a better one for you. It should not take you more than two minutes to fill in this questionnaire. Your personal data is treated confidential. Once you have filled in this document, please saved it on your computer and return it as attachment to sinistros@innovarisk.pt. For your convenience you can answer the questionnaire directly on our site www.innovarisk.pt, option *Documentos/Documentos para Sinistros*. Thank you for your help.

1. How would you rate the quality of our claims service overall?

Very Good
 Good
 Satisfactory
 Sufficient
 Unsatisfactory
 Don't know

2. How would you rate the quality of the Hiscox Claims Specialist in terms of...

A. Professionalism?

Very Good
 Good
 Satisfactory
 Sufficient
 Unsatisfactory
 Don't know

B. Speed of Responsiveness?

Very Good
 Good
 Satisfactory
 Sufficient
 Unsatisfactory
 Don't know

3. If you had a loss adjuster / lawyer, how would you rate the quality in terms of...

A. Professionalism?

Very Good
 Good
 Satisfactory
 Sufficient
 Unsatisfactory
 Don't know

B. Speed of Responsiveness?

Very Good
 Good
 Satisfactory
 Sufficient
 Unsatisfactory
 Don't know

4. How would you rate the indemnity in terms of amount of payment:

Above Expectations
 Met expectations
 Very appropriate
 Sufficient
 Unsatisfactory
 Don't know

5. On a scale from 1 to 10, with 1 being Worst and 10 being Best, how would you rate the Hiscox claims service in comparison to other insurers?

1
 2
 3
 4
 5
 6
 7
 8
 9
 10
 No opinion

6. Would recommend Hiscox to a friend or family?

Yes
 No

In case your answer is "yes", see the attached information about our "Refer-a-Friend" campaign.

7. Please provide us with any other feedback that you might have

We truly value your opinion. Thank you.

Subject: Refer-a-Friend and win an Odisseias “Hotéis de Sonho” voucher.

Dear Sir/Madam,

At **Hiscox** we work hard to provide you with exceptional products and outstanding service - we put the customer at the heart of everything we do.

As our client you have first-hand experience of what this means to you, and we'd like you to share this with others. If you have a friend who could benefit from becoming a **Hiscox client in Portugal**, you could **win an Odisseias “Hotéis de Sonho” voucher worth €99,90.**

All you need to do is to **ask your friend to obtain a Hiscox quote**. Please ask him/her to mention your name and this “Refer-a-friend” campaign, when they request the quote to the insurance broker or to us, via **e-mail to friends@innovarisk.pt**. If he/she become a **Hiscox** client we will send you your voucher.

If you have a positive experience with **Hiscox**...just tell your friends! And win a voucher if they become a client of ours.

Kind regards,

Gonçalo Baptista
General Manager