

## Claims Service Satisfaction Questionnaire

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 save it on your computer and return it as attachment to [geral@innovarisk.pt](mailto:geral@innovarisk.pt). For your convenience you can answer the questionnaire directly on our site <http://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. In case you have been paid, how do you classify the agreed amount:

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

## Data Protection Law

### Personal Data Protection

The personal data collected shall be processed and stored on computer by Innovarisk, acting in its capacity as the entity in charge of information processing, which shall process your data in the name of and on behalf of the insurance company Hiscox and only for the purposes established by it.

The entity responsible for data processing under the terms of currently applicable legislation shall be Innovarisk, and they shall be processed for the purposes of the payment of accidents, claims management, and for the purposes of collaboration with various entities for statistical purposes and for the purposes of the anti-fraud policy, as well as for the divulgation of our activity and products, unless, as regards the latter case, you do not expressly authorise us in writing.

Regarding the latter case, please tick here if you do not want to authorise.

Any omissions, inaccuracies and falsity concerning data to be provided either on an obligatory or original basis, are under your entire responsibility. In any event, the owners of the data are guaranteed access to the information concerning them, and may request their correction, addition or elimination by means of direct contact or in writing, with Innovarisk, Avenida Duque de Loulé, 123 - 7º, 1069-152 LISBOA.

You also give us your express consent to the assignment of such data to other insurance companies or public or private bodies related with the insurance sector, for statistical purposes or for the purposes of the anti-fraud policy, as well as for the purposes of co-assurance and reinsurance. The data may also be communicated between the companies that constitute the Hiscox Group, for the above-mentioned purposes.

**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](mailto:friends@innovarisk.pt)**. If he/she becomes 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

Diretor-geral