

STUDY AT A GLANCE

Wave 1 Publish: Dark Due to Redesign of Study Index Model

Wave 2 Publish: July 20, 2017

Wave 3 Publish: October 26, 2017

Wave 4 Publish: February 22, 2018

Press Release: February 26, 2018

2018 Sample Size:
Approximately 6,600

Why Buy the Study?

With little in the way of price competition, your company's growth is largely dependent on meeting customers' expectations of their claims process experience. This expectation level continues to increase, as satisfaction among homeowners filing a claim is at an all-time high, despite an increase in catastrophic events. Knowing why your customers are satisfied or dissatisfied with their claims experience, regardless of the cause or peril, and what your competitors are doing to meet their customers' expectations are critical elements of your company's ability to grow.



The *J.D. Power 2018 U.S. Property Claims Satisfaction Study*SM provides an analysis of customers' perceptions of their insurer's performance throughout the entire claims experience, from first notice of loss (FNOL) through the repair of their property. The study provides insights into how insurers may be able to improve customer satisfaction with the claims process as well as improve retention and advocacy, both of which are critical to business growth. The study provides a broad understanding of how carriers can improve customer satisfaction, loyalty, and advocacy across five key factors:

**First Notice
of Loss**

**Estimation
Process**

**Claim
Servicing**

**Repair
Process**

Settlement

Additionally, the study explores the most critical drivers of satisfaction among homeowner insurance customers in various segments of the market:

- Generation
- First-time vs. repeat claimants
- Loss type [contents vs. structure loss]
- Claim type [e.g., non-weather water, weather, fire, and theft]

A study subscription provides access to the insights and tools needed to gain a comprehensive, in-depth understanding of how your company is performing and to identify key areas needing improvement.

The study has been redesigned to provide additional insights related to:

- Key Diagnostic Information: Digital channel usage, status updating/communication, and types of issues experienced during the claim
- Additional drivers of satisfaction related to claim servicing and settlement
- Net Promoter Score®: We are pleased to announce that this study will include quantitative and qualitative NPS® questions, which will be added to the respondent files and available via VoX [the J.D. Power online reporting tool] in the form of a rank chart, a word cloud, and text analytics.

Additional Subscriptions Available:**● NPS® Analytics Package:**

J.D. Power's NPS Analytics Package helps brands more fully understand the drivers of the Net Promoter Score, and how those results fit within the framework of the overall customer experience.

- **Oversampling:** J.D. Power offers a proprietary oversample opportunity providing insurance companies that are not currently profiled in the syndicated study an opportunity to obtain competitive data sets in order to benchmark their performance against competitors that are profiled in the study. This opportunity is also available for profiled companies that would like to dive deeper into a specific topic covered in the study. The same questionnaire used for the syndicated study is used in the proprietary oversample study.

Study deliverables include:

- An **analyst briefing** that provides insights into key industry trends and study findings, allowing your company to maximize performance and create a highly satisfying customer experience
- **Industry detailed findings** that give you a competitive performance overview by factor; also includes comprehensive data on channel usage and satisfaction to help drive investment decisions and allows for dynamic filtering of the findings
- **Access to VoX 3.0**, which is a complete, turnkey software solution for data analysis
- An **on-site executive presentation** that summarizes your company's results, compared with those of key competitors, and presents recommendations for improvement

Insurers that subscribe to the study use it to understand their competitive position, pinpoint critical areas for improvement, and make prudent investments of their resources in the service areas that matter most to customers.

Net Promoter®, Net Promoter System®, Net Promoter Score®, NPS® and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.