



*A Questionnaire to  
Measure Customers' Satisfaction*

*With the Insurance Authority's Services*

*For distinguished services to your satisfaction*

*Kindly fill this questionnaire clearly and objectively; it is aimed to identify extent of your satisfaction with the Insurance Authority's services. For your information statistical study will be conducted and outcomes will be analysed in order to redress points of weakness and consider opportunities to improve and enhance our services. This would have constructive reflection in rendering services to your satisfaction.*

**Personal Details (optional):**

**Name:**.....

**Mobile:** ..... **Email:** .....

**Service name:** .....

SN	Q	A	
1	Questionnaire filled	Personally By Fax	By Phone By Email
2	Service Rendered at;	Abu Dhabi	Dubai
3	Category of Customer	Individuals Loss Adjuster & Consultants Agents	Insurance Companies Brokers
4	Gender	Male	Female
5	Nationality	UAE	Expatriate ( .....
6	Age Group	20 -30 41 - 50 Over 61	31 - 40 51 - 61
7	Location (by emirate)	Abu Dhabi Sharjah Umm Al-Quwain Fujairah	Dubai Ajman Ras Al-Khaimah



SN	Extent of Your Satisfaction with the Following (Grade-wise):					Answer				
	5	4	3	2	1					
	Fully Satisfied	Satisfied to Certain Extent	Neutral	Unsatisfied	Utterly Unsatisfied					
SN	General Impression					5	4	3	2	1
1	Easy of accessibility to the required services through the Insurance Authority's web and external Offices									
2	Easy of contact and communication with the Insurance Authority's employees ( by phone and email)									
3	Extent of flexibility in dealing									
4	The senior management and employees' initiative to attend to the customers' needs and develop the services rendered to the customers									
5	Fairness and equity in treatment									
6	Availability of utilities (parking, waiting places and public conveniences...etc.)									
SN	Services					5	4	3	2	1
7	Services branded for quality (legislations & laws, Registration & licencing, Inspection...etc.									
8	clarity and accuracy of service procedures									
9	Compatibility of fees with the services									
10	Clarity and accuracy of the specimen (forms) in use									
11	Suitability of services as to procedures, duration, and meeting customers' needs									
12	Easy of using e-services									
13	Extent of using new and modern techniques by the Insurance Authority									
SN	Rendering of Service					5	4	3	2	1
14	Whether our employees are distinguished to be good to deal with and cooperative									

