

2007

Workers Compensation Group Trust Client Satisfaction Survey

Results and Client Comments



At HRH Northern New England, we surveyed our workers compensation group trust clients in 2007 to measure how satisfied they are with our performance as Third Party Administrators. We received responses from 130 of the 314 clients we sent surveys to, with a healthy 41.4 percent response rate. In the survey, we asked clients to rate us in three areas — claims, loss control and administration — through a series of statements we asked them to agree or disagree with. The statements focused mainly on the quality of service HRH's Service Team Members provide, as well as their accessibility, professionalism, knowledge, accuracy, and problem solving skills. The survey rating scale was 1 to 5, with 1 being Strongly Disagree and 5 being Strongly Agree.

The average ratings we received for claims, loss control, and administration were all high. However, we believe the ratings for the last statement —

“Overall, you are satisfied with the service you receive from the HRH Service Team Member(s)?”

provide a snapshot of the overall survey results and our clients' assessments of us. We'd like to share those results with you, along with some of our clients' comments.

Forest Products Group Trust: Average Client Satisfaction Rating: 5 out of 5

- “The Administration Services Team I feel has done a fine job working with me. The Claims Management Service Team has always provided us with service that is in the best interest of the employee, the company and the Forest Products Group Trust. Stephanie and Diane should be commended for the outstanding job they do for the FPGT A+ Loss Control Team. It just does not get any better than Larry, Don and Jan. The Forest Products Group is extremely lucky to have them as our safety consultants!” — *Cathy Horne, Mathews Brothers, Inc.*
- “Better? I am not sure how — simply continue to maintain your level of quality.” — *Catherine Robbins-Jolliffe, Robbins Lumber, Inc.*
- “Claims Adjuster Stephanie McCann is a real asset to your company.” — *Kathy LaPlant, Murray LaPlant, Inc.*
- “The Administrative Services Team is outstanding. We are very pleased with the customer service they provide us.” — *Michael Hewitt, Stratton Lumber Company*
- “Whenever I have worked with the Claims Management Team, they have helped me. We are very happy with their help.” — *Michael Hewitt, Stratton Lumber Company*
- “The Loss Control Service Team does very well helping all of us.” — *Michael Hewitt, Stratton Lumber Company*

Distributors & Suppliers Group Trust: Average Client Satisfaction Rating: 4.6 out of 5

- “The team has always been supportive. We need to find time to utilize the team as much as possible.” — *Art Sears, Sure Winner Foods*

Manufacturers of Maine Group Trust: Average Client Satisfaction Rating: 4.7 out of 5

- “If not the strongest, certainly one of the strongest teams in the industry.” — *Jeffrey Baker, Sabre Yachts/North End Composites*
- “I am more than satisfied with the current service.” — *Larry Cook, Byer Manufacturing*

Social Services & Education Group Trust: Average Client Satisfaction Rating: 4.6 out of 5

- “Continue as is. It is great that we have both e-mail and face-to-face contact regularly.”
— *Leyton Sewell, Penobscot Community Health Care*
- “Having recently come from another broker, I find that the service we receive from HRH is superior. This is the case in both our relationship through the workers comp area as well as our Employee Benefits Program. We have had more assistance with loss control with HRH than we have ever had from any other private insurer. We are quite pleased.”
— *Richard Farnsworth, Woodfords Family Services*
- “Customer service from Jeff, Steve and Michelle is outstanding!!!” — *Stephanie Johnson, Good Will-Hinckley*

Construction Services Group Trust: Average Client Satisfaction Rating: 4.6 out of 5

- “Just keep doing the great job you are currently doing.” — *Marie Michaud, Standard Waterproofing*
- “I think they all do one hell of a good job. They’re always helpful and are just a bunch of nice people. How do you improve on that? Larry Albee is just great at what he does and has helped my company improve its safety programs (and record) immensely.” — *Steve Courtois, Wyman & Simpson*
- “Just knowing the Loss Control Service Team is there makes handling losses much smoother. They are professionals.” — *Mike Jewett, Associated Builders*

Maine Chamber Group Trust: Average Client Satisfaction Rating: 4.8 out of 5

- “Continue doing the great job you are doing now.” — *Carl Nickerson, W.S. Emerson Company*
- “It is obvious the Loss Control Service Team is passionate about safety.” — *Becki Thomas, Seacoast Scaffolding*
- “You do a great job. I deal with many different insurance teams. You are definitely the best. Great resource for our safety program.” — *Bob Moody, Everett J. Prescott Company*
- “We like the accessibility to the claims information provided by the web site. That was a nice addition.”
— *Lori Austin; James W. Sewall*
- “I am very satisfied with the Administration Services Team and feel they are working hard for us.”
— *Cathy Callahan, Associated Groceries of Maine*
- “Don Stieg, Loss Control, is very helpful — challenging us to improve our safety program.”
— *Cathy Callahan, Associated Groceries of Maine*
- “Beth Gaudet, Claims, is excellent. The new ACTS online claims system is a great asset.”
— *Cathy Callahan, Associated Groceries of Maine*
- “The Administrative Service Team does a very good job and I don’t know how they could serve me better. They are insightful, courteous and always willing to help you solve any and all problems.” — *Barbara Hamilton, C.M. Almy & Son*
- “The Claims Service Team serves us quite well. They see beyond the problem and work as a team with you to develop a strategy to manage the claim. They also understand things change and they are able to adapt the plan based on your needs. Team effort all the way.” — *Barbara Hamilton, C.M. Almy & Son*
- “The Loss Control Service Team is a trusted resource and always willing to help. I look to them for guidance on compliance issues. They talk the situation over and give you direction. What can I say? They are great!”
— *Barbara Hamilton, C.M. Almy & Son*