

# A RE BUE

## We value your feedback

Date

Cellphone number

Please fill the below form

### 1. Which Customer group do you belong to?

- Agent
- BIC client
- Broker
- Bank
- Reinsurer
- Third Party
- Supplier

### 2. How long did it take before you were assisted?

- Immediately
- Less than 5 minutes
- Less than 10 minutes
- Less than 20 minutes
- Over 30 minutes

### 3. Select the type of service you requested

- New quote
- Submit a claim
- Claim enquiry
- Policy renewal
- Other

### 4. How friendly were you greeted at reception?

1 star; very unfriendly, 2 stars; somewhat unfriendly, 3 stars; neither friendly nor unfriendly, 4 stars; somewhat friendly, 5 stars; very friendly.

Very unfriendly



Very friendly



**Making life better**

A member of the BIHL Group



+267 3600 500



+267 76 115 593



enquires@bic.co.bw



Botswana Insurance Company

**5. How long did it take before you were assisted?**

- Immediately
- Less than 5 minutes
- Less than 10 minutes
- Less than 20 minutes
- Over 30 minutes

**6. How clean or tidy was the area in which you were assisted?**

*1 star; extremely not clean, 2 stars; somewhat not clean, 3 stars; neutral, 4 stars; somewhat clean, 5 stars; extremely clean*

Extremely not clean  Extremely clean

**7. How professional was the service you received?**

*1 star; very unprofessional, 2 stars; somewhat unprofessional, 3 stars; neither professional nor unprofessional, 4 stars; somewhat professional, 5 stars; very professional.*

Very unprofessional  Very professional

**8. How likely are you to recommend BIC to your friends or family?**

*1 star; very unlikely, 2 stars; somewhat unlikely, 3 stars; neither likely nor unlikely, 4 stars; somewhat likely, 5 stars; very likely*

Very unlikely  Very likely

**9. Enter your contact details should you want a response from BIC.**

Full name:

Cellphone:

Email address:

**10. Please note your complaint or compliment in the space below.**



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