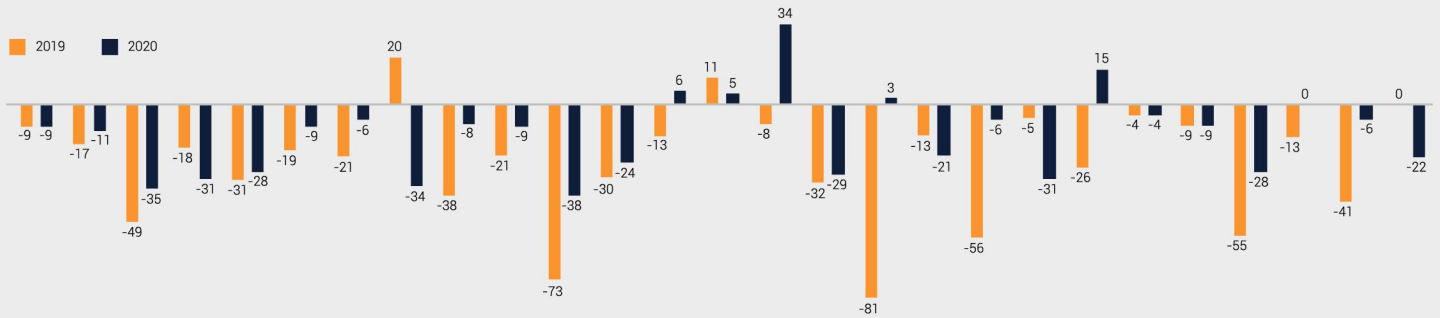




How well do you perform on **customer experience** compared to your competitors? Subscribe to our report to find out!



Customer Experience Monitor

How satisfied are your customers?
How do your customer satisfaction scores compare with competitors?



Agent Performance Audit

How well are your agents performing compared to your competitors?
How strong is their relationship with customers?

Benchmark your performance against direct competitors | Set realistic goals and targets for your teams

Robust sample size of 3000+ interviews | Data collection by KANTAR

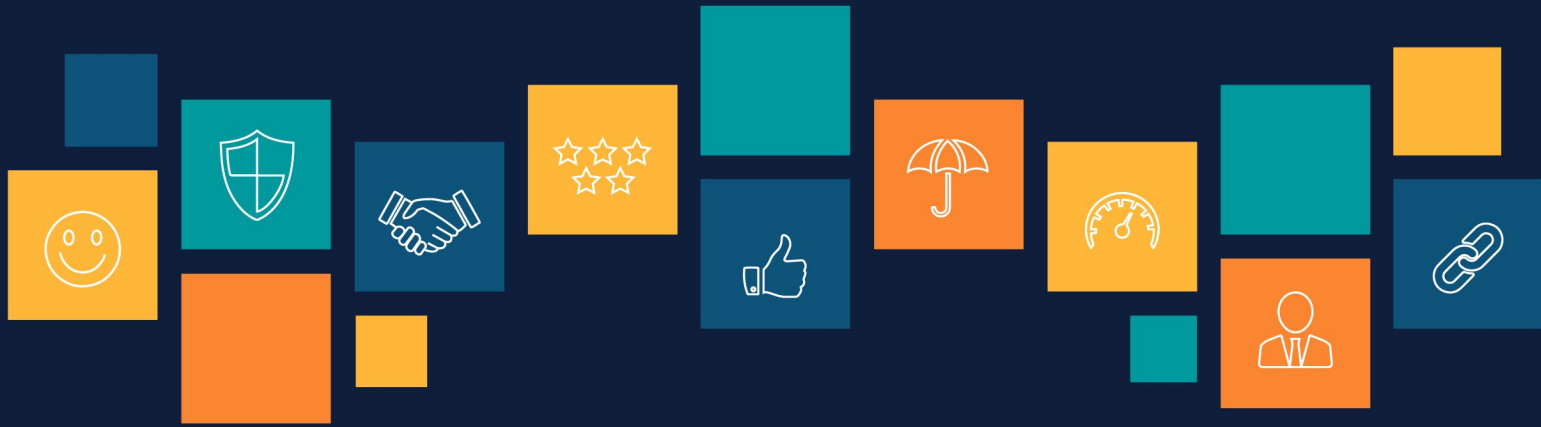
DELIVERABLES & PRICING

PowerPoint Report of key findings

One presentation of findings


USD 29,500






Market Overview

- Current ownership of policies
 - Number and type of policies
- Intention to buy policies
 - by type and brand
- Current share - by customers and policies
- Brand overlap - who are your closest competitors?
- Future consideration - which brands can you take share from and who are your biggest threats?
- Average policy and customer value index - by brand



Customer Experience Monitor

- How satisfied are my customers vs. competitor's customers?
- Open-ended reasons for ratings
- Number and type of interactions by brand
- Effectiveness of contacts on satisfaction
- Preferred communication channels
- Strategic matrix - importance of factors impacting CX vs. performance of brands
- Incidence of claims and satisfaction
- Open-ended reasons for claims ratings



Agent Performance Audit

- Channel trends - current vs. intended
- Satisfaction with agent
- Open-ended reasons for ratings
- Number of Interactions with agents - by brand
- Impact of interactions on satisfaction
- Strength of agent relationship with customers
- Strategic matrix - importance of factors impacting CX with agents vs. performance of brands' agents

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