

## REFERENCE CHECK

Agent or Company or Service Rep	
Reference Company	
Individual	
Title	
Phone Number	
Response time for phone call messages	
Response time for e-mails	
Response time for researched questions	
Do you have any unanswered questions	
Do they understand your needs	
Is there backup available	
How do they handle conflict resolution	
Did they deliver what was promised	
Did they exceed your expectations	
Identify your pet peeves and ask about them	
Do you have annual review of coverage and claims	
Do they assist you with	
Claims, Coverage questions, Changes?	
Would you renew assuming pricing acceptable?	
Would you recommend them to others?	
Anything I should consider before recommending?	
<b>Do you like working with this person/entity?</b>	
<b>Have you had a claim? What was it?</b>	
How long did it take the adjuster to respond	
Did you receive good service	
What were you not happy about	
How long did it take for claim payments	
Were you satisfied with the settlement	
Were you satisfied with the handling	