



Ratings increase some for core measures of customer satisfaction, including overall service quality, aspects of the claim experience, and general attributes of SAIF.

Injured workers are more satisfied with SAIF's quality of customer service — including the company's responsiveness, trustworthiness, knowledge, and fairness — according to the results of the 2006 Claims Satisfaction survey.

Once again, a majority of respondents rate SAIF's service overall as "excellent" or "very good." Workers give SAIF positive ratings for all 12 aspects of the claim experience tested, with increases in seven of them compared to 2005.

In addition, over two thirds of those surveyed give top ratings ("excellent" or "very good") for five specific company attributes: responsiveness to customer needs (73 percent rated it "excellent" or "very good"); being a stable company (72 percent); being trustworthy (71 percent); providing hassle-free service (71 percent); and paying fair and consistent benefits (66 percent). Four of those five attributes show significant increases from 2004.

The survey also indicates that SAIF adjusters are performing well. They receive significantly more positive ratings for their ability to listen to injured workers, and respondents say adjusters are keeping in closer touch with those who still have open claims.

Workers rate SAIF communications as effective, saying letters and other documents are well-written and easy to understand. They also say SAIF forms are particularly easy to follow and easy to fill out.

SAIF Vice President of Claims Steve Snyder says the results indicate the company is succeeding in its mission to provide superior customer service and be responsive to injured workers.

"We are very gratified to see these results, ones that validate the good work by everyone in Claims. It is important to know that we are treating injured workers fairly and respectfully, and the survey tells us we are doing just that," Snyder says.