



# Agent Feedback Survey

Agency Name				Date	
Questions	Very satisfied	Slightly satisfied	Neutral	Slightly dissatisfied	Very dissatisfied
Was the agent knowledgeable?	<input type="checkbox"/>				
Was the agent well-trained?	<input type="checkbox"/>				
How much did you feel the agent wanted to assist you?	<input type="checkbox"/>				
How professional was the agent's conduct?	<input type="checkbox"/>				
How well did the agent understand your questions?	<input type="checkbox"/>				
How clear was the advice the agent provided?	<input type="checkbox"/>				
Did your agent respond to your concerns in a timely fashion?	<input type="checkbox"/>				
Did the agent treat you with courtesy and consideration?	<input type="checkbox"/>				
How likely are you to recommend the agent to a friend or family member?	<input type="checkbox"/>				
If you had to contact the agency more than once, were the agents already familiar with your issue when you contacted them again? <input type="checkbox"/> Less than once <input type="checkbox"/> More than once	<input type="checkbox"/>				



<b>Overall, are you satisfied with your agent's performance?</b>	<input type="checkbox"/>				
<b>Describe briefly your overall experience with this agency.</b>					