

## Insurance Scorecard Exclusively for CSC Members: Are You Getting The Most Bang for Your Hard Earned Dollar?

Is your insurance provider giving you the level of service and protection YOU ARE PAYING them to provide? In many cases, the answer is NO. Want to find out for sure? Rate your current insurance provider (on a scale of 1-3 ) using the scorecard below to see if you're getting good value for your money.

**1 = Never    2 = Yes, but Inconsistently    3 = Yes, always**

Service Category	Ideal Service Provided	Score (1-3)
CSC Discounts	Because of the group buying power of CSC, I get preferred rates and/or insurance coverage.	
CSC Expertise	My insurance provider specializes in working with CSC members. This means I can be confident about the service I receive.	
Phones - Greeting	My phone calls are answered by a live person 24 hours a day, 7 days a week, 365 days a year.	
Phones – Talk Time	The person I am speaking to is able to answer all of my questions and is patient in doing so I never feel rushed off the phone.	
Communication	I am contacted at least 6 times per year with educational content to reduce my risks and ensure I am getting every eligible discount.	
Check-Ups	Rather than simply sending my renewal documents in the mail with a request to pay more money, my insurance provider reaches out to me to ensure my coverage is updated and my questions answered.	
Claims Assistance	I can contact my insurance provider for unbiased claims assistance without fear of my rates increasing.	
Variety	My insurance provider saves me time by offering me life, car, home, group benefits, and business protection. I get “one-stop” shopping.	
Market Options	Rather than offering me a “one size fits all” solution, my provider works with several insurance companies to find a perfect package for me.	
New Client Welcome Kit	When I became a client, I received a <i>New Client Welcome Package</i> with gifts and educational materials. I knew my provider appreciated my business!	
<b>TOTAL SCORE</b>		

**What does this TOTAL SCORE mean?**

If your insurance provider's total score is **28 or greater**, Congratulations – It sounds like you're are getting great insurance service!

If your insurance provider scored **27 or less**, you can do better. Remember, your insurance provider should be working for YOU to ensure you get the best protection and best prices ALWAYS, not just when you make your first purchase. If you have any questions, or would like help improving your insurance score, call us at **1-800-446-5745**.