

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Thank You for Your Feedback Regarding Claim #[Claim Number]

Dear [Customer Name],

Thank you for taking the time to complete our post-claim satisfaction survey following the recent settlement of your auto insurance claim.

We value your honest feedback as it helps us improve our claims process and provide better service to all our policyholders. We have noted your comments regarding [mention specific area if applicable, e.g., the speed of the appraisal / the communication from your adjuster].

Our goal is to get you back on the road as quickly and smoothly as possible. If you have any additional questions or if there is anything else we can assist you with regarding your policy, please do not hesitate to contact us at [Phone Number] or [Email Address].

Thank you for choosing [Insurance Company Name] for your auto insurance needs.

Sincerely,

[Sender Name]

[Title]

[Insurance Company Name]