

[Date]

[Policyholder Name]

[Address Line 1]

[Address Line 2]

Subject: We value your feedback regarding Claim #[Claim Number]

Dear [Policyholder Name],

Our records indicate that your recent insurance claim regarding [Type of Claim, e.g., Auto/Home] has been finalized. At [Agency Name], we are committed to providing exceptional service, especially during the claims process.

To help us improve, we would appreciate it if you could take a few moments to evaluate your experience. Please consider the following questions:

- Were your initial questions answered clearly?
- Was the communication from our team timely and professional?
- Are you satisfied with the final resolution of your claim?

You can provide your feedback by [Method: e.g., clicking the link below / calling our office at Phone Number].

[Link to Survey if applicable]

Thank you for choosing [Agency Name] for your insurance needs. We look forward to continuing to serve you.

Sincerely,

[Your Name/Department]

[Agency Name]

[Phone Number]

[Email Address]