

The Central Claims Group  
 Imex House  
 40 Princess Street  
 Manchester  
 M1 6DE



## The Central Claims Group

Tel: 0161 814 8633 Email: [cs@thecentralclaimsgroup.com](mailto:cs@thecentralclaimsgroup.com)

Web: [www.thecentralclaimsgroup.com](http://www.thecentralclaimsgroup.com)

02 August 2017  
 CCG/21503/9

# Customer Feedback Form

Dear Mrs Pushpa Patel,

If you would like to enter our prize draw for your chance to win £500 in cash then please complete the below feedback form and return this to us. We select a winner on the 5<sup>th</sup> of every month. Good Luck!!

I hope you have had a good experience with ourselves, and we welcome any feedback that you may have about the company or any members of our team

Please fill in our Customer Feedback form and return it to us in the freepost envelope enclosed.

How satisfied were you with the following?

Initial Phone call experience on 21/06/2017

*Excellent  
very helpful*

Excellent Good Fair Poor





Filling out & understanding the claims forms





Receiving updates on your claim





Staff's professionalism and attitude

*Always going the extra mile.*





Time length to complete the claim (Average 8-12weeks)





Communication

*Fantastic*





Ability to answer any of your questions





How would you rate the quality of our service?

*100%*





How likely are you to recommend us to others?

*Definitely*





Your comments:

*Very pleased with everything so far, the GE capital is the one I am hoping they can help with as I did not know of the deadline and my circumstances at the time 3 cancer ops and divorce, so at least the team are great in helping. keep up the excellent work and thank you.*

The Central Claims Group LTD

Regulated by the Claims Management Regulator in respects of regulated Claims Management Activities, CRM41302

Registered with the Information Commissioners (Data Protection) Office Registration No. ZA114132

Registered in England and Wales Company Number 09541777, VAT Registration NO: 227469681