

Customer Satisfaction Study: Contractor Connection vs. the Industry



2024 Customer satisfaction



NPS scores for Contractor Connection Canada has increased by **22%** versus 2023.



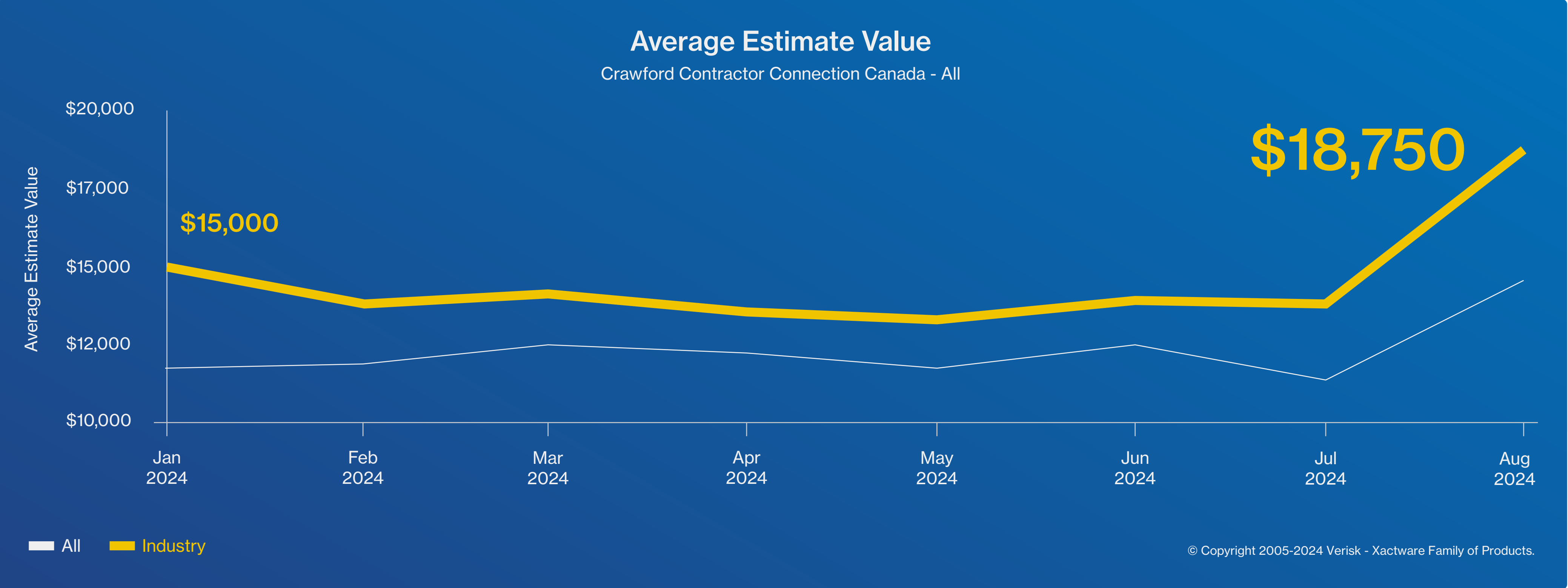
Overall customer satisfaction scores continue to **outpace 2022 and 2023 results across Canada.**



Indemnity savings by claim **higher than previous 5 years.**

Savings

Consistently outpacing the industry average in estimate values, proving its ability to deliver greater results.



Expertise

Our guidelines set clear expectations, minimizing overestimating errors and ensure all parties follow the established protocols.



All estimates are detailed by line item



Comprehensive supporting documentation for each claim is required

Comparing industry KPIs: How Contractor Connection outperforms the industry



Customer Service



+11%

Post claim follow up

Speed



+9%

Accurate claim length expectations

Accuracy



+7%

Meeting settlement expectations

*This survey is based on 2024 U.S. Property Claims Satisfaction Survey conducted by JD Power. Findings are consistent with Canadian market trends.