

Medical Insurance Survey

At Guardian we are always trying to improve the benefits we provide our employees. One of the best ways to do this is by listening to your comments. This short Satisfaction Survey is for you to complete – it should only take a few minutes to fill in and your suggestions and opinions will be invaluable to us. Please be assured that all the answers you give will be strictly confidential and your views will not be fed back in any way that could identify you.

Please answer all questions from your perspective.

1.	How many times during the last 12 months did you visit a doctor/clinic/hospital?		
	<input type="text" value="1 Time only"/>	<input type="text" value="1 to 3 times"/>	<input type="text" value="More than 3"/>
2.	Did you have any case, which required the insurance company's approval?		
	<input type="text" value="Yes"/>	<input type="text" value="No."/>	
3.	(If the answer is yes) How long it took to get the insurance company response?		
	<input type="text" value="Less than 24 H"/>	<input type="text" value="More than 24 H"/>	<input type="text" value="Few Days"/>
4.	Did you submit any claim reimbursement following your visit to any doctor/clinic/ Hospital out of the network of medical providers during the last 12 months?		
	<input type="text" value="Yes"/>	<input type="text" value="No."/>	
5.	If (the answer is yes) how long it took the insurance company to settle your claim?		
	<input type="text" value="Less than 24 Days"/>	<input type="text" value="More than 24 Days"/>	<input type="text" value="More than 30 Days"/>
6.	Have all your medical expenses been covered by your Medical Insurance Card?		
	<input type="text" value="Yes"/>	<input type="text" value="No."/>	
7.	Do you feel that the medical network coverage is sufficient to satisfy your needs?		
	<input type="text" value="Yes"/>	<input type="text" value="No."/>	
8.	Have you ever approached your insurer on their hotline for assistance?		
	<input type="text" value="Yes"/>	<input type="text" value="No."/>	
9.	If the answer is yes, were you given the proper assistance and satisfactory reply to your enquiries?		
	<input type="text" value="Yes"/>	<input type="text" value="No."/>	

10. Have you ever approached Guardian Insurance Brokers seeking assistance and advice on any medical issues?

Yes

No.

11. If the answer is yes, were you provided with proper information and advice?

Yes

No.

12. Would you choose to renew your medical Insurance policy?

Yes

No.

13. What do you think about the services of your present medical Insurance Company in general?

Excellent

V. Good

Good

Poor

14. Please write your comments feedback if any?

Blank text area for providing feedback comments.