



Household Goods Claim Survey Report

Through Thursday, August 02, 2007:

1. Please rate the courtesy of XN's personnel during the claim process:

<u>EXCELLENT</u>	<u>GOOD</u>	<u>FAIR</u>	<u>POOR</u>
95.7%	4.3%	0.0%	0.0%

2- Please rate XN's timeliness in the handling of your claim:

<u>EXCELLENT</u>	<u>GOOD</u>	<u>FAIR</u>	<u>POOR</u>
74.5%	20.5%	5.0%	0.0%

3- Did your settlement accurately reflect your losses?:

<u>YES</u>	<u>NO</u>
94.3%	5.7%

4- Please rate the overall performance of XN:

<u>EXCELLENT</u>	<u>GOOD</u>	<u>FAIR</u>	<u>POOR</u>
83.0%	14.9%	2.1%	0.0%