



The State of New Hampshire Insurance Department

21 South Fruit St., Suite 14
Concord NH 03301-2430

Roger A. Sevigny
Commissioner

Email: consumerservices@ins.nh.gov
Toll Free: 800-852-3416
Phone: 603-271-2261; Fax: 603-271-1406
TDD Access: Relay NH 1-800-735-2964
Web site: www.nh.gov/insurance

Alexander K. Feldvebel
Deputy Commissioner

CONSUMER COMMENTS FORM

NHID Case Number:
(If applicable)

The New Hampshire Insurance Department (NHID) is committed to providing quality customer service. Your feedback is an important factor in determining the Department's success in meeting this goal. Accordingly, it would be greatly appreciated, if you took a few moments to share your thoughts regarding the quality of service you received, using one of the methods outlined below.

- Written feedback may be submitted by returning this form to the Director of Consumer Services; 21 South Fruit St., STE. 14; Concord, NH 03301 or may be submitted electronically via email to consumerservices@ins.nh.gov.
- Verbal feedback is also welcome. The Director of Consumer Services may be reached by calling 800-852-3416.

Survey Questions

1. Were your calls returned within two (2) business days? Yes No
2. Did you receive friendly, courteous service from our staff? Yes No

Comments:

3. Were all of your questions answered? Yes No

Comments:

Survey Questions (continued)

4. Recognizing that in some cases the NHID is unable to provide a response favorable to the consumer, did the closing letter that you received from the Department clearly explain the law or the insurance company's or agent's response? Yes No

5. Comments:

6. Overall, were you satisfied with the service that you received from the Department? Yes No

Comments:

7. Please provide any additional comments or suggestions.

If you would like to be contacted regarding your comments or questions, please provide your name and either an e-mail address or phone number.

Name:

E-Mail:

Phone #:

***Thank you for taking the time to complete this survey.
The Consumer Services Division – NH Insurance Department***