

# **COWAN 2009 CLIENT SATISFACTION SURVEY**

**Are you satisfied with the level of service you receive from COWAN in the following areas?**

<b>AREA</b>	<b>YES</b>
<b>Insurance Brokerage</b>	<b>99.4%</b>
<b>Benefit Consulting</b>	<b>100%</b>
<b>Benefit Plan Administration</b>	<b>99.4%</b>

## Scale 1 – 5 (5 = completely satisfied) rate satisfaction:

<b>LEVEL</b>	<b>5</b>	<b>5 + 4</b>
<b>Insurance Brokerage</b>	<b>82.1%</b>	<b>97.5%</b>
<b>Benefit Consulting</b>	<b>82.9%</b>	<b>97.5%</b>
<b>Benefit Plan Administration</b>	<b>76.4%</b>	<b>93.2%</b>

**Do you have any concerns about the services that Cowan provides for your company?**

**No concerns**

**95.5%**

# What do you like about the services Cowan provides to you?

**Positive comments to individual Cowan employees or to Cowan as a company**

**69.5%**

# 43% of respondents are looking for additional services!!!

CHOICES	RESPONSE	
Wellness Program and Wellness Development	42	23.7%
Internet Communication Tools- Web Portal for HR and employee benefit communications	21	11.9%
Claims data analysis and reporting with actionable information where available (100 + employees)	8	4.5%
HRIS System with Online Enrollment	10	5.6%
HRIS System with Online Enrollment and Payroll	1	.6%
International Benefits for Ex-patriots	2	1.1%
Benefit Statements (value of benefits)	25	14.1%
Retirement Package, Pension Plans (401K etc.)	9	5.1%
Executive Compensation	4	2.3%
Supplemental Benefits (Employee paid), such as Life Insurance, Critical Illness, Disability, Cancer Insurance, Legal Insurance, Auto Insurance, Long-Term Care Insurance	9	5.1%
Key Person Life and Disability Insurance (CEO/CFO/COO/Vice President etc.)	9	5.1%
Your Suggestion	3	1.7%

**Would You Recommend Cowan to Your  
Contacts at Other Companies ?**

**100%**  
**of respondents**  
**say YES!**