

# J.D. POWER

## INSURANCE INTELLIGENCE

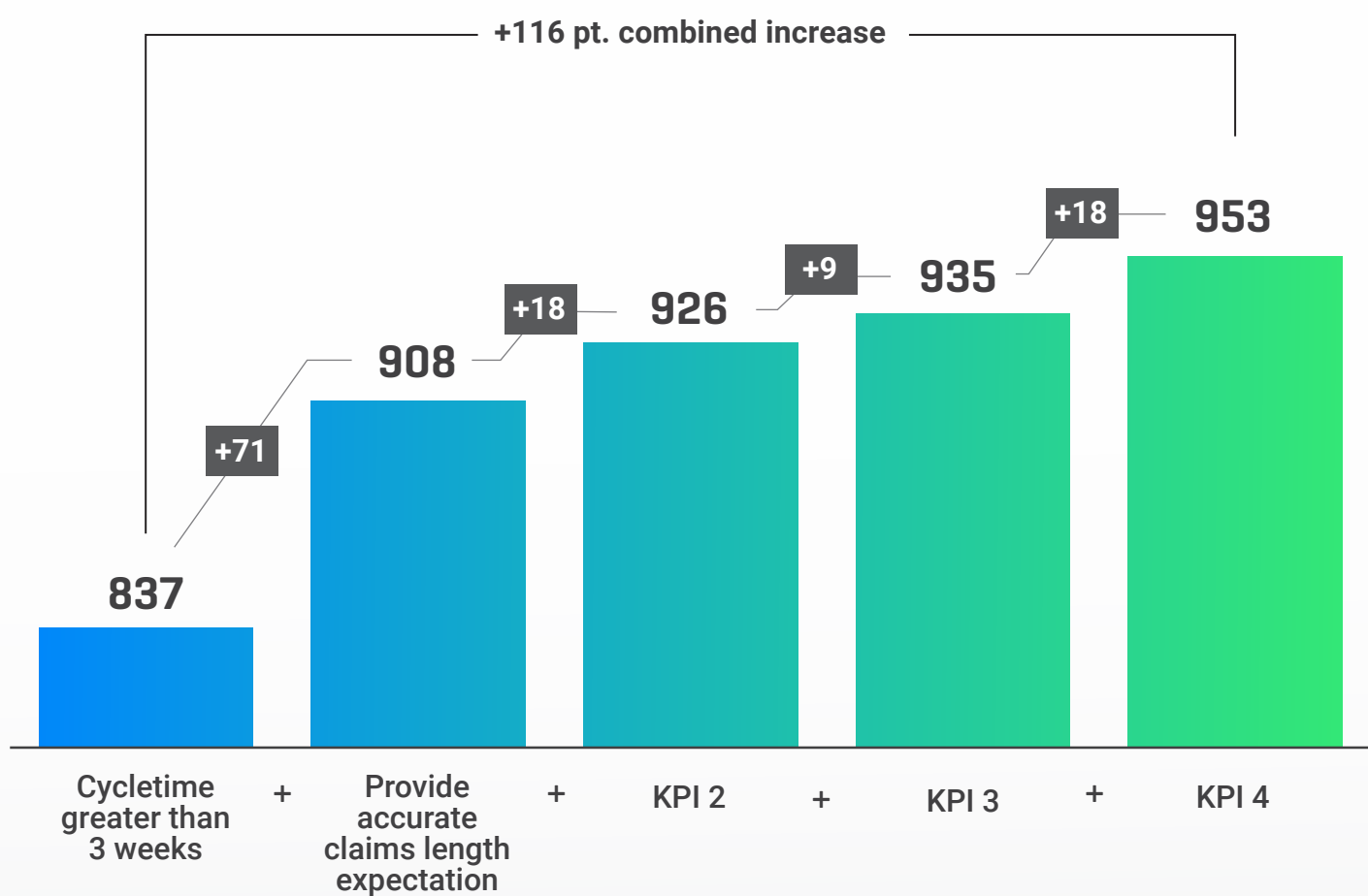
# Mitigating the Negative Impact of Long Claims on Satisfaction



Satisfaction is significantly lower when a Repairable claim takes longer than three weeks than if it takes less than that.

**The good news?** Targeted improvement on a few additional Key Performance Indicators (KPIs) can mitigate the impact of the long claim. What are those KPIs? We'll give you the first one to get you started on the path to improvement.

### COMBINED IMPACT ON OVERALL SATISFACTION WHEN MULTIPLE KPIs ARE MET



With **only 14%** of repairable claimants whose claim took longer than 3 weeks reporting all of these KPIs being met, there is certainly plenty of opportunity for insurers to target these areas for improvement.



Study subscribers can log into PowerSource now to identify the other 3 KPIs to add to their improvement strategy. If you're not yet a subscriber, reach out to your account rep today.