



# FAJUA

1425 Piedmont Dr E #201A  
Tallahassee, FL 32308  
[www.fajua.org](http://www.fajua.org)

# How can we improve?

Please take a moment to help us improve your experience at the FAJUA. When you're done, please scan the questionnaire and email to [ejoyner@fajua.org](mailto:ejoyner@fajua.org) as soon as practical.

## Product Quality

How often do you have need for the FAJUA?

- Once per week
- 1-2 times per month
- 3 or fewer times a year
- First time

Why do you not bind more policies with FAJUA? Check all that apply.

- Price/Rates
- Web Quote system issues
- Underwriting System/Service issues
- Claims issues
- Commission rates

## Service and Environment

Under what circumstances would you place policies with FAJUA? Check all that apply.

- User friendly Application system
- Higher Commission Rates
- Improved Customer Service
- Payment Plan Options
- Improved Online Access

Are you aware of? Check all that apply.

- FAJUA Payment Plan
- New FAJUA Policy System
- Training Video
- Tutorials

## Please list your top 3 other standard markets

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## Additional Comments

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## About you (optional)

Name

Address

Phone

Email

*Thank you for your participation!*