

[Date]

[Customer Name]

[Customer Address]

[City, State, Zip Code]

Subject: Feedback regarding your recent insurance claim #[Claim Number]

Dear [Customer Name],

We hope you and your family are safe following the recent [Type of Disaster, e.g., Hurricane/Flood].

Our records indicate that your insurance claim has recently been processed. As part of our commitment to improving our emergency response services, we would like to hear about your experience with our claims department.

Please take a few moments to complete our brief survey by clicking the link below:

[Click Here to Start the Survey](#)

The survey covers the following areas:

- Ease of filing the initial claim.
- Timeliness of the adjuster's visit.
- Clarity of communication throughout the process.
- The fairness and speed of the final settlement.

Your feedback is vital in helping us better support our policyholders during difficult times. All responses will remain confidential.

Thank you for your time and for choosing [Company Name].

Sincerely,

[Sender Name]

[Title]

[Company Name]