

Recent Insurance Experience: Workers Compensation

Workers Comp Retention Study

- ✓ Telephone in-depth interviews with clients who have changed their workers comp carriers, as well as agents, to understand factors – beyond price – that can create loyalty or lead to attrition

Residual Market Study

- ✓ In-depth telephone interviews with agents and brokers to understand their experiences working with carriers in the assigned risk market for workers compensation and explore their preferences and unmet needs



Workers Comp Satisfaction Study

- ✓ Quantitative tracking study among brokers who place workers comp business to gauge their satisfaction with a particular carrier and identify key opportunities to improve relationships

Policy Output Study

- ✓ Web assisted in-depth telephone interviews with agents and brokers who place workers comp to obtain feedback on new policy output and understand the impact of output changes on workflow

Workers Comp Risk Management

- ✓ Quantitative telephone survey with workers comp decision-makers at companies with 5,000+ employees to understand their preferences and purchasing patterns for managed care services