STATE OF WISCONSIN

Department of Employee Trust Funds

801 West Badger Road
P.O. Box 7931
Madison, WI 53707-7931

Insurance Complaint Survey

Our records indicate that you recently utilized the services of an Employee Trust Funds ombudsperson (Kari Jo Zika or Liz Doss-Anderson) in an attempt to resolve your insurance complaint. We hope that contacting Employee Trust Funds was a positive, helpful experience. Please take a moment to give us feedback. ***Your information will remain confidential.***

Please rate the quality of our service in the following areas:

		Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
1)	My complaint was handled in a timely manner.	( )	( )	( )	( )	( )
2)	The ombudsperson I spoke with was professional and courteous.	( )	( )	( )	( )	( )
3)	The assistance provided by the ombudsperson was helpful.	( )	( )	( )	( )	( )
4)	Regardless of the outcome of my complaint, the complaint process provided an adequate opportunity to resolve my complaint.	( )	( )	( )	( )	( )
5)	The information provided by the ombudsperson and the responses to my questions were precise and understandable.	( )	( )	( )	( )	( )
6)	Regardless of the success in resolving my complaint, I found the knowledge and assistance from Employee Trust Funds to be a valuable benefit.	( )	( )	( )	( )	( )

7) How did you learn about the ombudsperson?

- ❒ Payroll representative
- ❒ Union representative
- ❒ Co-worker
- ❒ Health Plan
- ❒ Employee Trust Funds staff
- ❒ Legislator
- ❒ Other _____
- ❒ Office of the Commissioner of Insurance

8) Additional Comments:

9) _____

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Name: **(optional)**_____

For additional assistance or questions, please call us at 1-877-533-5020 x79148. Thank you for completing the evaluation.