



NATIONAL INSURANCE COMMISSION

Plot 1239, Ladoke Akintola Boulevard, Garki II, PMB 457, Garki Abuja, Nigeria

Customer Feedback Form

1. Please take a few minutes to fill this feedback form on the services offered to you by the staff of the National Insurance Commission.

2. Your candid comments are important to us, please.

(i) Please indicate the Department in which our services were offered to you

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(ii) How would you rate the quality of services received at our Reception?

Poor	Fair	Average	Good	Excellent

(iii) How would you describe our Staff that attended to you at the service point?

	Disagree	Strongly Disagree	Undecided	Agree	Strongly Agree
Courteous & Polite					
Professional & Well informed					
Response Time					
Efficiency					

(iv) Overall, how would you describe the quality of Services rendered to you at the servicepoint.

Poor	Fair	Average	Good	Excellent

Additional comments:

(v) Suggestion on how you think the quality of our services can be improved

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3. Please note that all responses should be sent to the Commission via any of the following modes

(i) Collection box at the reception area and other floors of the Commission

(ii) E-mail to: www.naicom.gov.ng and servicom@naicom.gov.ng

(iii) Postal Services to:

(a) The Commissioner for Insurance

(b) The Nodal Officer, SERVICOM Unit, Room 24, Corporate Head Office Abuja.

Thank you for your candid response.