



A 4.5/5 CSAT Score Means More Than Satisfaction.

It Means Better Business Outcomes.



Input 1's customer satisfaction score reflects what every carrier, MGA, Program Administrator, and agency wants: a service experience that creates **measurable value** beyond the platform alone.

INDUSTRY COMPARISON



*Top-Tier service is not just a nice-to-have. It reduces friction, protects retention, and strengthens long-term value.

Business Value Beyond The Platform

- Higher Retention Confidence**
By reducing frustrating service experiences that can weaken trust and renewal likelihood.
- Greater Staff Efficiency**
Through faster resolution with less rework, escalation, and follow-up.
- Stronger Capacity for Growth**
By helping teams handle more volume without proportional increases in overhead.
- Better Competitive Differentiation**
Through a smoother experience that gives customers more reason to renew and refer.

"The representative was beyond helpful, extremely friendly and professional."
- Policyholder

"She saved me hours of work and knew exactly what to do without wasting time.."
- Retail Agent

"Your staff answered all questions perfectly and were very knowledgeable."
- Retail Agent