Patriot Insurance exceeds 95 percent satisfaction rating among consumers.



In a recent survey, Patriot Insurance received a 95.3% overall average satisfaction rating from customers who had a claim in 2018. CEO and president Linc Merrill made the announcement from Patriot's Yarmouth, Maine headquarters.

"We believe that strong customer relationships set Patriot Insurance apart from other insurance companies," Merrill explained. "Our company vision is to change people's view of insurance, one experience at a time. The monthly customer satisfaction survey is one of many important tools we use to track each customer experience, and continually improve our relationships. If anyone is dissatisfied for any reason, we want to make it right, and then learn from that experience for the future."

Patriot finished the year on a high note, with 100% of December respondents reporting satisfaction with Patriot's claim service. New Patriot customer Timothy R. commented, "We switched to Patriot just this year for homeowners and car, and we could not be more pleased. Great pricing on premiums! We have not incurred an accident or claim for more than 25 years, and wouldn't you know we had an accident about thirty-five days into our new coverage. We were so impressed with Patriot's timely response, knowledge and courtesy. We would highly recommend Patriot. Heck, we already have to many friends and family!"

The customer satisfaction survey is sent to 100 Patriot Insurance customers each month. The completion rate for the year was 33.5%.