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# Aon Client Experience Survey

*Company Name*

*Contact Name*

*Date*

1. On a scale of 0 to 10, where 0 = not at all likely and 10 = extremely likely, **how likely are you to recommend Aon to others?**

0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10

2. **What is the primary reason for the score you just gave us?**

.....  
.....

3. **To what extent do you agree that the following statements apply to Aon?** Please answer on a scale of 0 – 10, where 0 is ‘completely disagree’ and 10 is ‘completely agree’.

Gives me greater clarity and confidence in my decision-making	
Helps me make better decisions to protect our business	
Helps me make better decisions to grow our business	
Provides me with information and advice of the highest quality	
Provides me with solutions of the highest quality	
Does an excellent job of tailoring its services to my needs	
Provides me with unmatched data and analytics capabilities	
Provides me with innovative advice and solutions	
Works in a collaborative, “sleeves rolled up” way	
Delivers experiences which feel joined up and consistent	

4. Using a scale of 0 to 10, where 0 = not at all satisfied, and 10 = very satisfied, (N/A = Not applicable), **how pleased are you with Aon in the following areas?**

Meeting frequency	
Prompt follow-up and closure on your requests	
Accessibility to Aon resources	
Proactivity	
Demonstrating understanding of your overall business goals and objectives	
Provides distinctive insights and solutions relevant to your industry	

**Question 4 continued from prior page:**

Using a scale of 0 to 10, where 0 = not at all satisfied, and 10 = very satisfied, (N/A = Not applicable), **how pleased are you with Aon in the following areas?**

**Service specific questions- each ENTIRE section selected for each client by the account team**

Commercial Risk

Timely and accurate policy information	
Billing, invoicing and certificates	
Claims advocacy and support	
Strategy development for your renewal	
Execution of renewal process	

Health

Timely and accurate delivery of documentation and materials	
Effective vendor management	
Effective execution of insurer negotiations, as appropriate	
Employee communications	
Strategy development	
Provides information on regulatory changes	

Wealth

Retirement services (Actuarial, Legal, Executive Benefits, Pension Risk, Defined Contribution and Global Retirement Plan Consulting)	
Investment services (Investment Consulting, Fiduciary Management Services)	
Pension administration services	

Human Capital and Strategic Advisory

Human Capital Solutions (Reward Data and Advisory Services, Performance and People Analytics, Talent Assessment Solutions, you may also know us as Radford, McLagan, or cut-e)	
Strategic Advisory services (Mergers and Acquisitions, Strategic Communication and Change, Total Reward Strategy and Optimization)	

**Question 4 continued from prior page:**

Using a scale of 0 to 10, where 0 = not at all satisfied, and 10 = very satisfied, (N/A = Not applicable), **how pleased are you with Aon in the following areas?**

**International**

The strategy and counsel Aon provides to you at your headquarters office to support risk and/or benefits exposures outside of your organization's headquarters country (if applicable)	
The support and execution of your risk and/or health strategies by Aon's local network offices (when engaged)	

**Question 4 continued:**

**What are the reasons for the score(s) you just gave us?**

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**5. How can we be a better partner to you?**

.....  
.....

Thank you for participating in our survey. Your response has been successfully submitted.

We look forward to reviewing your feedback. It will be used both to improve our partnership with you and to develop future strategic plans and services. It will also help us identify ways we can continue to create value for you and your firm.

Aon is in the business of better decisions. Delivering Aon United is how we bring the best of Aon to you, and it is foundational to everything we do. Your feedback in this Client Experience Survey is key in ensuring our efforts remain aligned with your business objectives. Your voice matters to us, and we are listening and taking action. Thank you for your partnership.