



What our customers are saying about Beacon Mutual

Customer Experience Survey Results

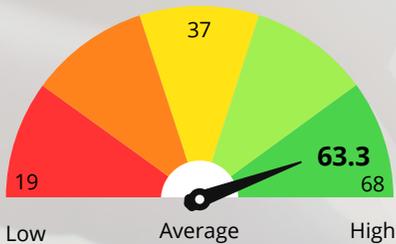
At Beacon Mutual, we are dedicated to providing the best workers' compensation insurance program in the state. Since 2019, we have been collecting feedback from Beacon policyholders on a quarterly basis through a brief survey. We ask them to rate their satisfaction with their personal experience across all of the services provided by Beacon. Additionally, they are asked to share their likelihood of recommending us to family/colleagues and their likelihood of doing business with us in the future. Here's what they said...

Customer Experience Scores

Our Customers Recommend Us!

Beacon Mutual is in the 94th percentile of the Insurance industry

Did you know that Net Promoter Score (NPS) is the gold standard of customer experience? The national average for insurance is 0-30, BUT Beacon's policyholders give us a 63.3!



What is a Net Promoter Score?

It describes how likely it is that a customer would recommend us to a friend or colleague.

Source: delighted.com/nps-benchmarks

Our Customers Are Satisfied!

89% of Beacon Mutual policyholders are satisfied! This is above the 80% National Customer Satisfaction (CSAT) score.

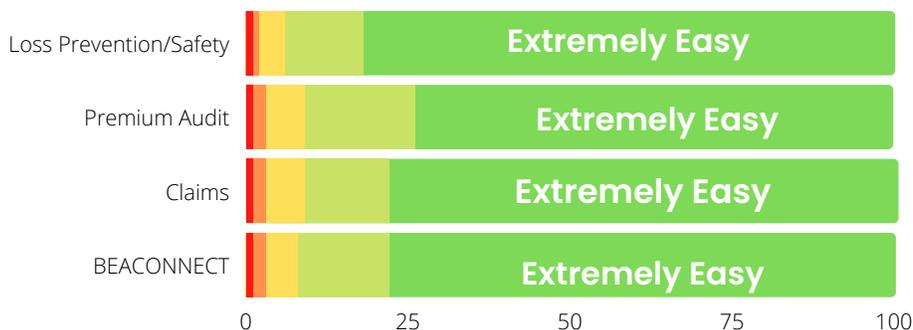
It is also worth noting that Beacon is significantly higher than the big national carriers.

Source: www.theacsi.org/industries/finance-and-insurance/property-and-casualty-insurance/



It's Easy to Work with Us!

9 out of 10 Beacon Mutual policyholders across all industries surveyed said it is easy or extremely easy to do business with us.



Policyholder Success Stories

Close to 600 RI businesses have been with Beacon for a full 30 years without a break in service. Here are the stories of two of these companies and why they've partnered with us since 1992.

Full stories available at www.beaconmutual.com/30th-anniversary

The Groden Network - A Proactive Approach

The Groden Network is recognized nationally and internationally as a leader in autism services. Over the years, The Groden Network has taken a more proactive safety approach to reduce employee injury risk exposure and as well as workers' compensation claims.

Some of the Groden Network's safety initiatives include implementing a Return-to-Work/Stay-at-Work (SAW/RTW) program, holding formal safety committee meetings, utilizing personal protective equipment or PPE, and performing ergonomic assessments

"Beacon has been so great throughout the years. You have always been a part of what we do here at the Groden Network," said Lynne Brown, HR Director at the Groden Network.

Brown Medicine - A Prescription for Safety

Brown Medicine is a nonprofit, primary care, specialty outpatient, and subspecialty medical group practice with over 200 physicians and multiple patient care locations across the RI.



Brown Medicine offers world-class, patient-centered care, and they are also dedicated to providing employees with a safe work environment. This is why they partnered with Beacon Mutual thirty years ago. Beacon's safety intervention and a collaborative approach with Brown Medicine has led to very few claims.

"It is a true partnership that we have with Beacon. Beacon is like our security blanket. If we ever have any problems, we can reach right out to Chris and he supports us in the way that we need to be supported," Tammy Lederer, Chief Human Resources Officer at Brown Medicine.

“ In the words of our customers

Bryant University

"Beacon's loss prevention services are integral in supporting our safety efforts at Bryant and one of the main reasons we continue to stay with Beacon each renewal year."

Baxter's Auto Repair

"Beacon has fair pricing and great customer service. Filing a claim was easy. Everyone was extremely knowledgeable."

Cabinet Gallery

"You are doing things right... plain and simple. You have good people and strong processes. Win/Win for your policyholders."

Ahlborg Construction Corporation

"The extra services that Beacon offers as well as the premium audit experience is far and away better than services that our other workers' comp provider offered."



Your RI Workers' Compensation Experts

The Beacon Mutual Insurance Co.
One Beacon Centre | Warwick, RI 02886
www.beaconmutual.com | (401) 825-COMP