What Are Our Biggest Challenges and How Can We Overcome Them?

The #1 customer service complaint we get is:  
One idea to reduce this is:

The #1 problem our customers have with claims is:  
One idea to reduce this is:

The #1 reason our customer's policies get cancelled is:  
One idea to reduce this is:

The #1 cause of unproductive time in our agency is:  
One idea to reduce this is:

The #1 reason customers don't renew with us is:  
One idea to reduce this is:

The #1 reason our customers refer our agency is:  
One idea to increase this is:

The #1 reason we cross-sell policies is:  
One idea to increase this is:

The #1 education/training deficiency we have is:  
One idea to improve this is:

The #1 reason people should buy from us instead of another agent is:  
One idea to make more prospects aware is:

The #1 reason people should buy from us instead of direct from the carrier is:  
One idea to make more prospects aware is: