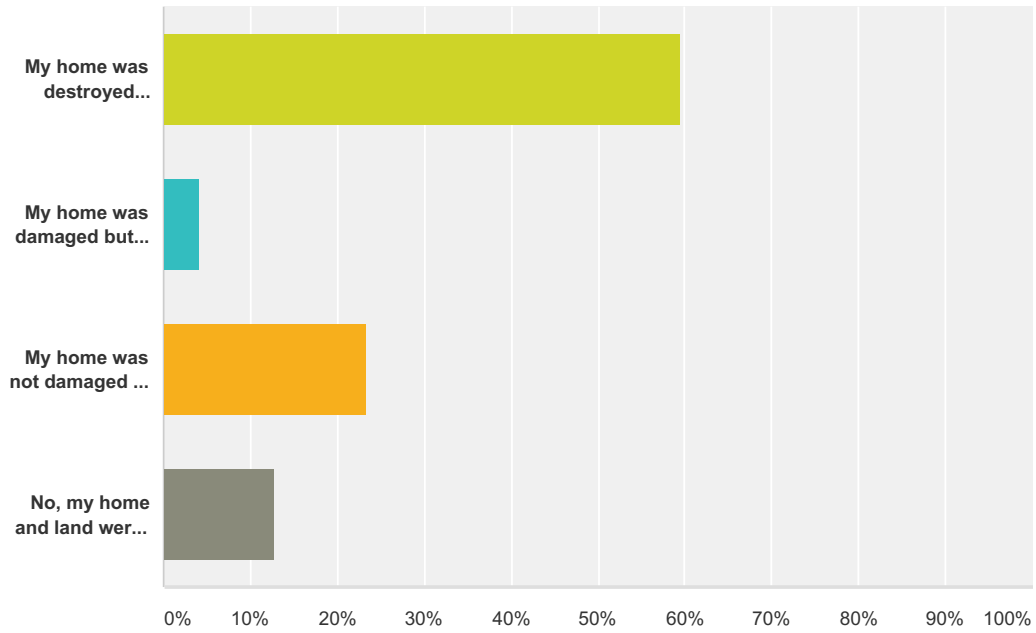


Q1 Was your home damaged or destroyed in the Butte Fire?

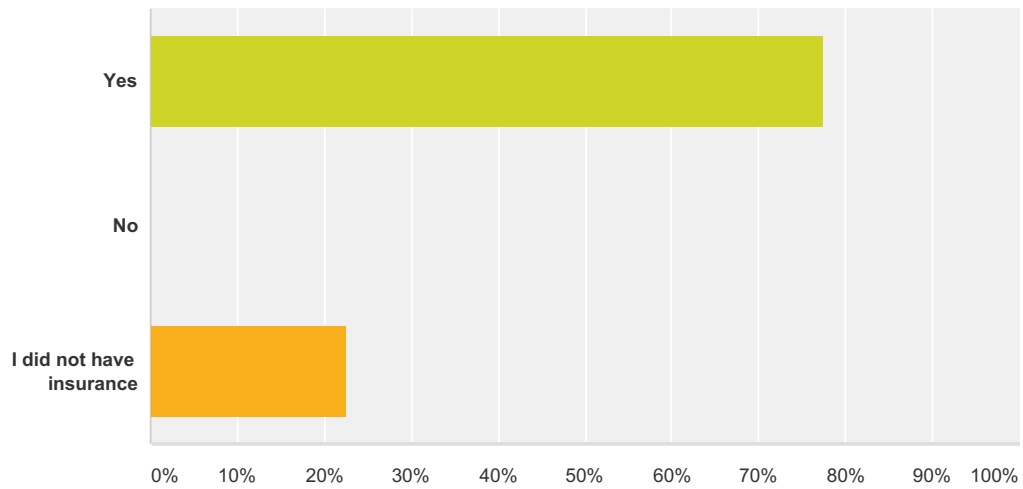
Answered: 47 Skipped: 0



Answer Choices	Responses
My home was destroyed (total loss)	59.57% 28
My home was damaged but still standing - (partial loss to structure and/or smoke/ash damage)	4.26% 2
My home was not damaged but my land/outbuildings were damaged/destroyed	23.40% 11
No, my home and land were not damaged/destroyed by the wildfires	12.77% 6
Total	47

Q2 Have you filed a claim with your insurance company?

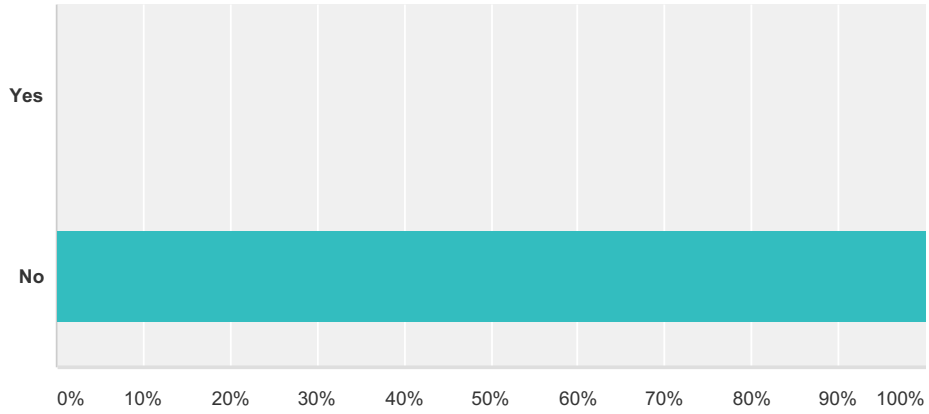
Answered: 31 Skipped: 16



Answer Choices	Responses	
Yes	77.42%	24
No	0.00%	0
I did not have insurance	22.58%	7
Total		31

Q3 If you did not have insurance, were you recently dropped (non-renewed) from your insurance company?

Answered: 6 Skipped: 41



Answer Choices	Responses	
Yes	0.00%	0
No	100.00%	6
Total		6

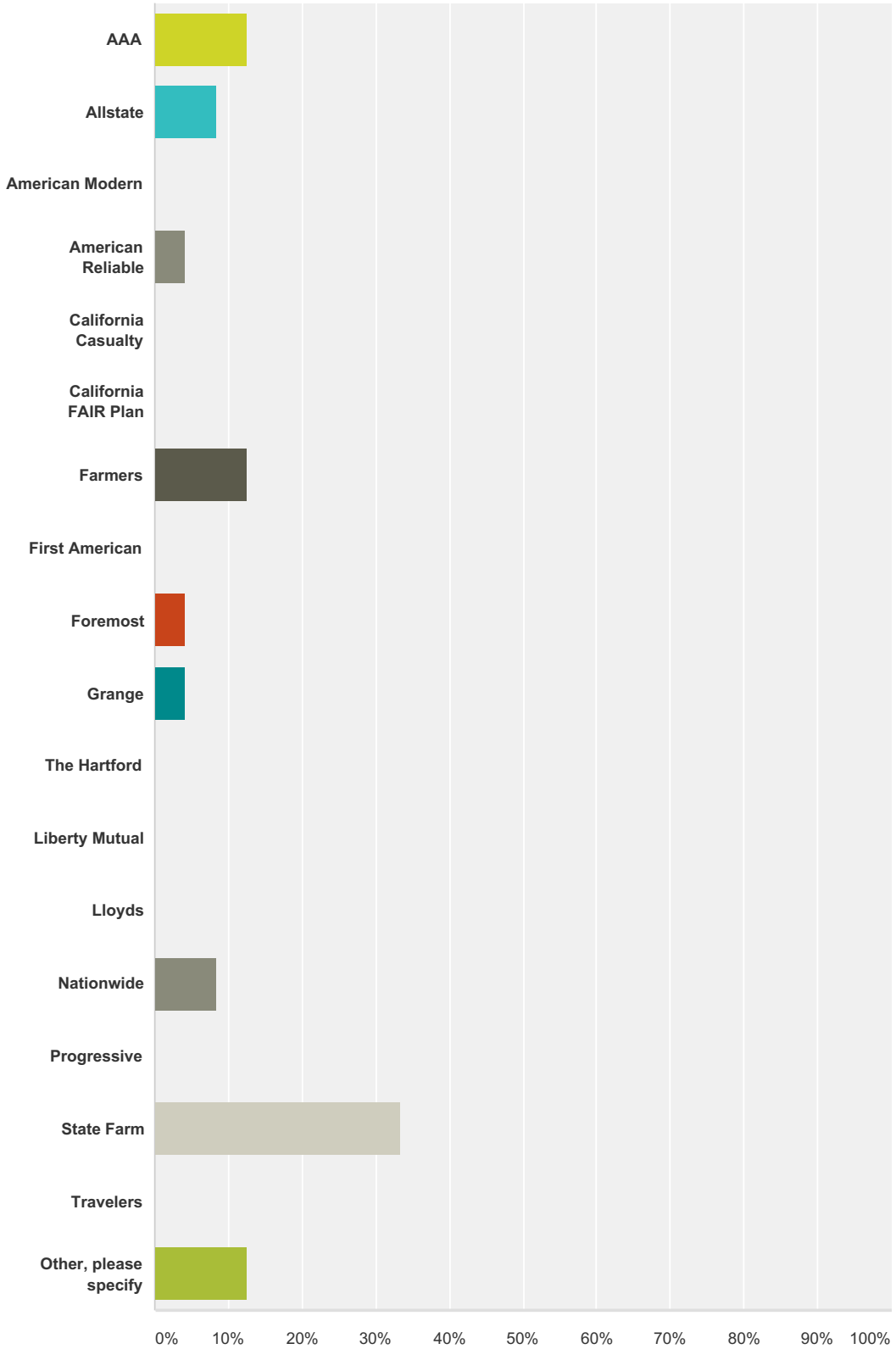
Q4 What was the name of your insurance company, and when were you dropped?

Answered: 0 Skipped: 47

Answer Choices	Responses
Name of Insurance Company	0.00% 0
When were you dropped? MM/YY	0.00% 0
Address:	0.00% 0
Address 2:	0.00% 0
City/Town:	0.00% 0
State:	0.00% 0
ZIP:	0.00% 0
Country:	0.00% 0
Email Address:	0.00% 0
Phone Number:	0.00% 0

Q5 What is the name of your insurance company?

Answered: 24 Skipped: 23

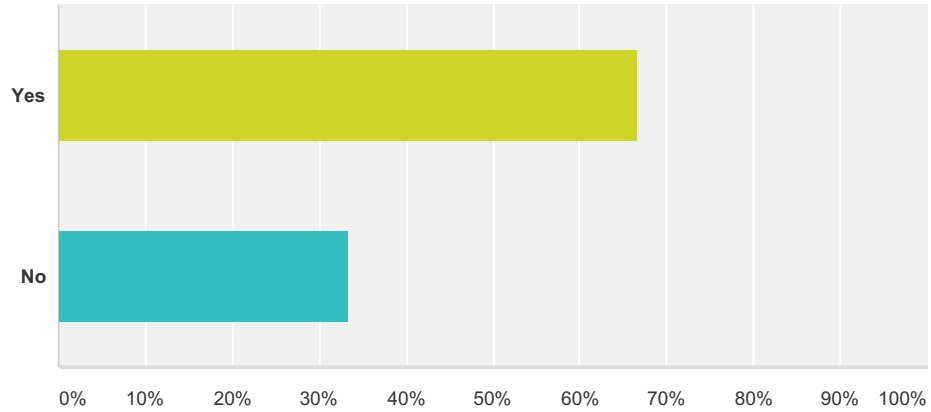


Butte Fire - 6 Month Survey

Answer Choices	Responses	
AAA	12.50%	3
Allstate	8.33%	2
American Modern	0.00%	0
American Reliable	4.17%	1
California Casualty	0.00%	0
California FAIR Plan	0.00%	0
Farmers	12.50%	3
First American	0.00%	0
Foremost	4.17%	1
Grange	4.17%	1
The Hartford	0.00%	0
Liberty Mutual	0.00%	0
Lloyds	0.00%	0
Nationwide	8.33%	2
Progressive	0.00%	0
State Farm	33.33%	8
Travelers	0.00%	0
Other, please specify	12.50%	3
Total		24

Q6 Would you recommend your insurance company to a friend, relative or co-worker, based on your experience with your claim?

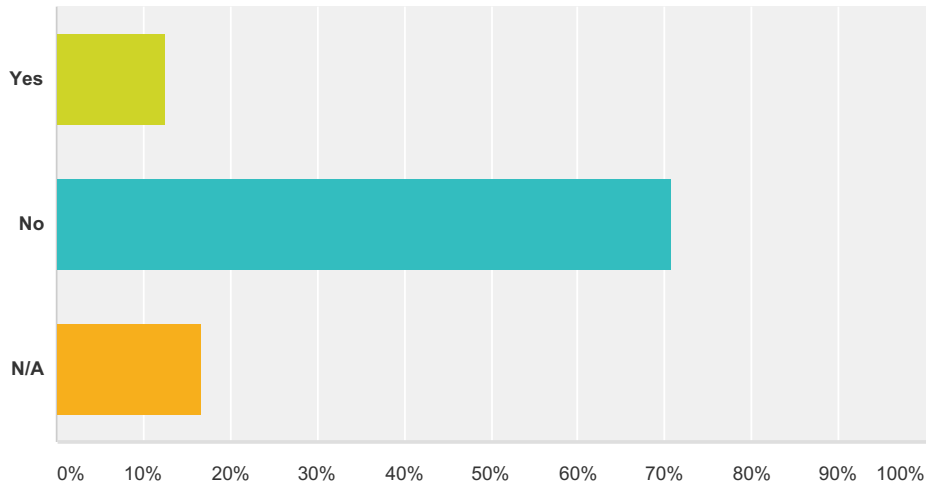
Answered: 24 Skipped: 23



Answer Choices	Responses	
Yes	66.67%	16
No	33.33%	8
Total		24

Q7 Do you consider your insurance claim "settled" to your satisfaction?

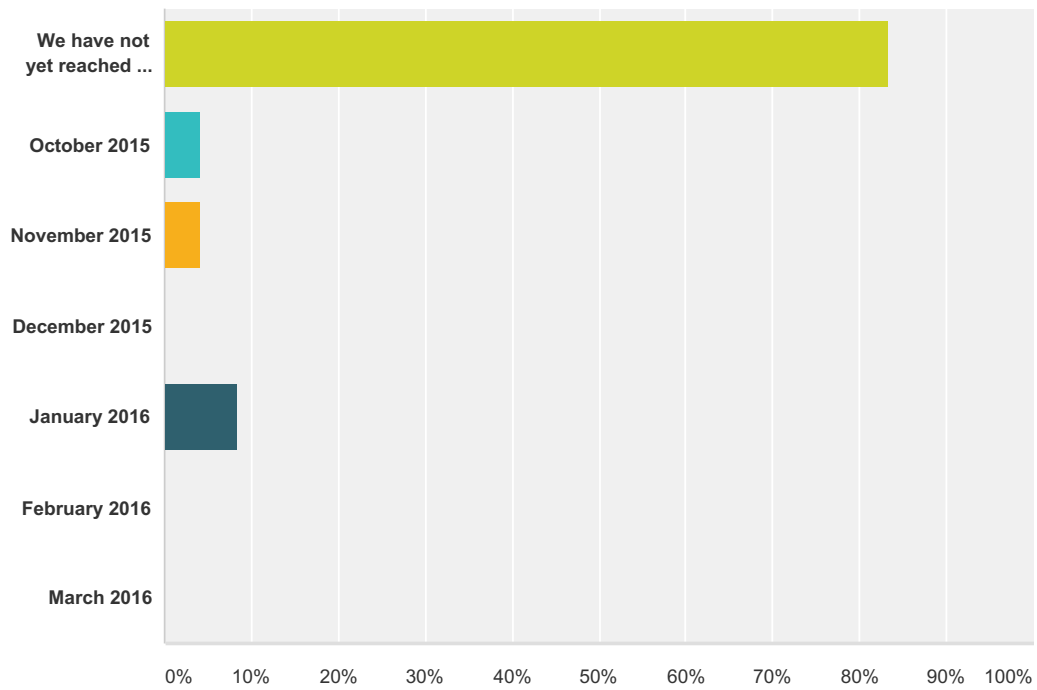
Answered: 24 Skipped: 23



Answer Choices	Responses
Yes	12.50% 3
No	70.83% 17
N/A	16.67% 4
Total	24

Q8 When did you settle your insurance claim?

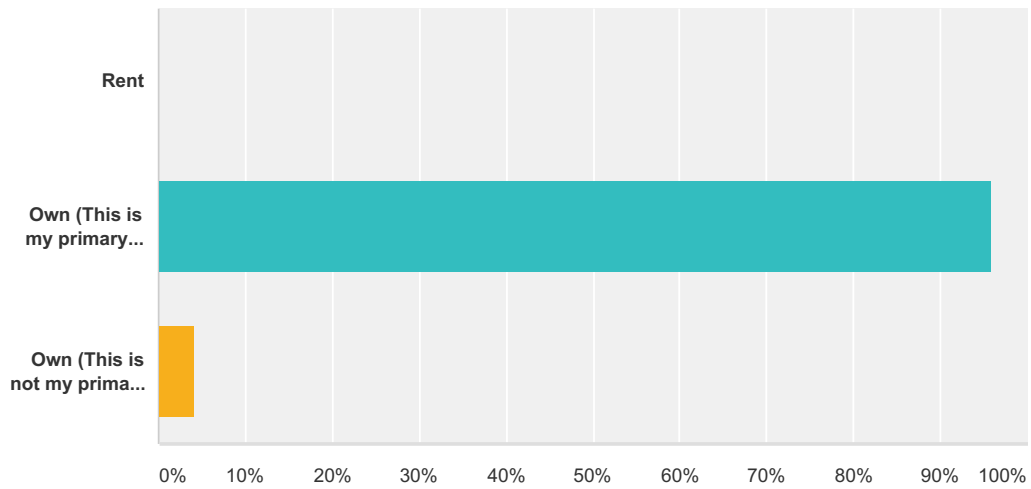
Answered: 24 Skipped: 23



Answer Choices	Responses
We have not yet reached a settlement	83.33% 20
October 2015	4.17% 1
November 2015	4.17% 1
December 2015	0.00% 0
January 2016	8.33% 2
February 2016	0.00% 0
March 2016	0.00% 0
Total	24

Q9 Do you rent or own the home that was damaged or destroyed?

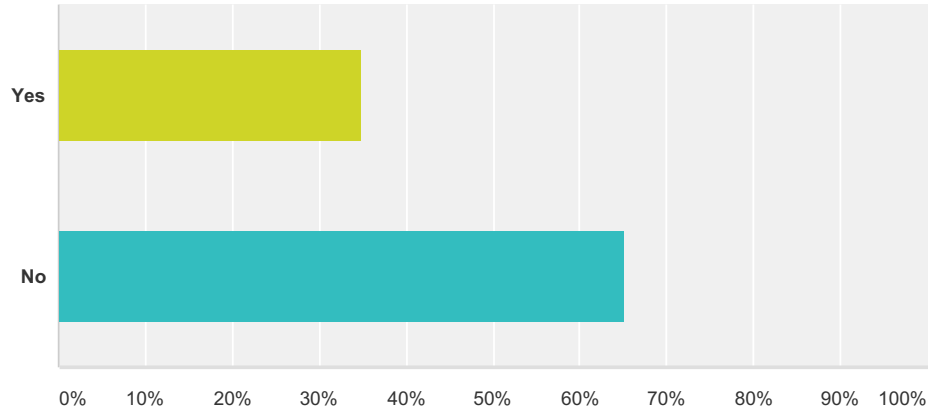
Answered: 24 Skipped: 23



Answer Choices	Responses
Rent	0.00% 0
Own (This is my primary residence)	95.83% 23
Own (This is not my primary residence)	4.17% 1
Total	24

Q10 Do you have enough insurance to cover the cost of repairing, replacing or rebuilding your house?

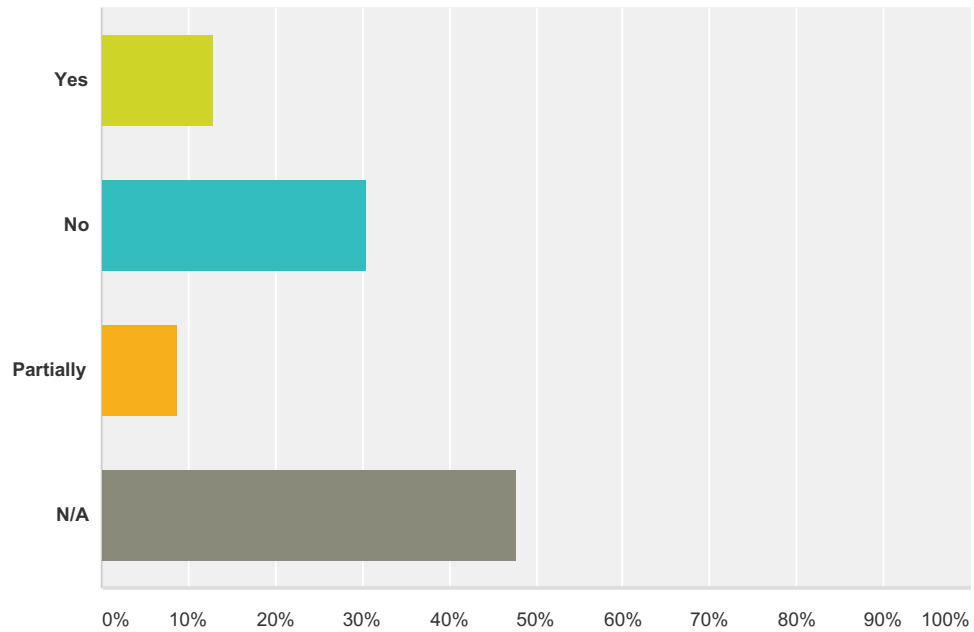
Answered: 23 Skipped: 24



Answer Choices	Responses	
Yes	34.78%	8
No	65.22%	15
Total		23

Q11 Did a bank make you use all or part of your insurance funds to pay off or pay down your mortgage?

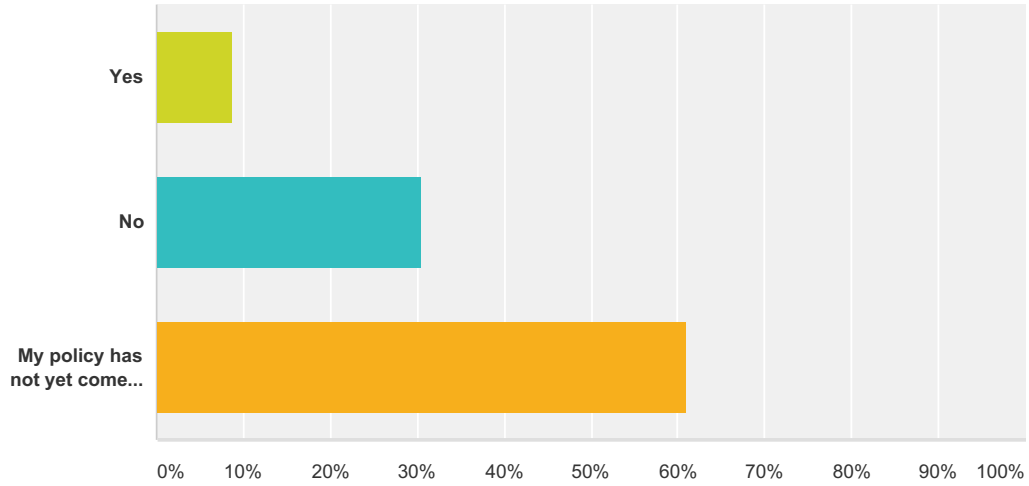
Answered: 23 Skipped: 24



Answer Choices	Responses
Yes	13.04% 3
No	30.43% 7
Partially	8.70% 2
N/A	47.83% 11
Total	23

Q12 If your insurance policy has come up for renewal since the fire, did you get a non-renewal/cancellation notice?

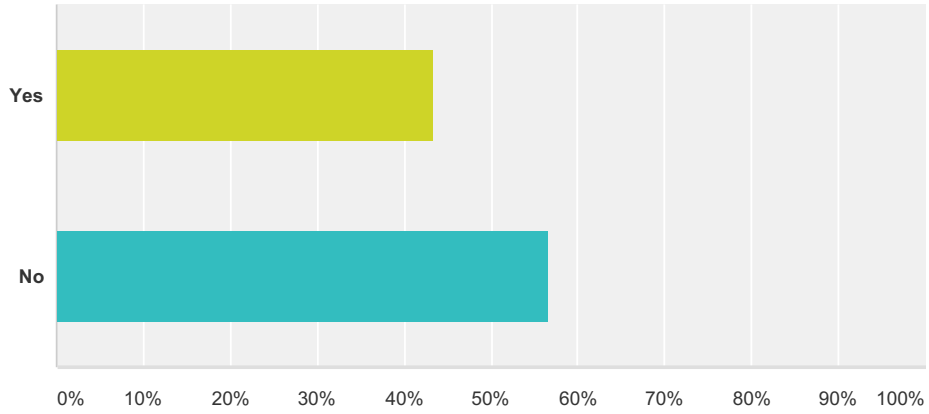
Answered: 23 Skipped: 24



Answer Choices	Responses
Yes	8.70% 2
No	30.43% 7
My policy has not yet come up for renewal	60.87% 14
Total	23

Q13 After the fire, did your insurance company give you an advance of 4 months of your Additional Living Expense (Loss of Use) coverage?

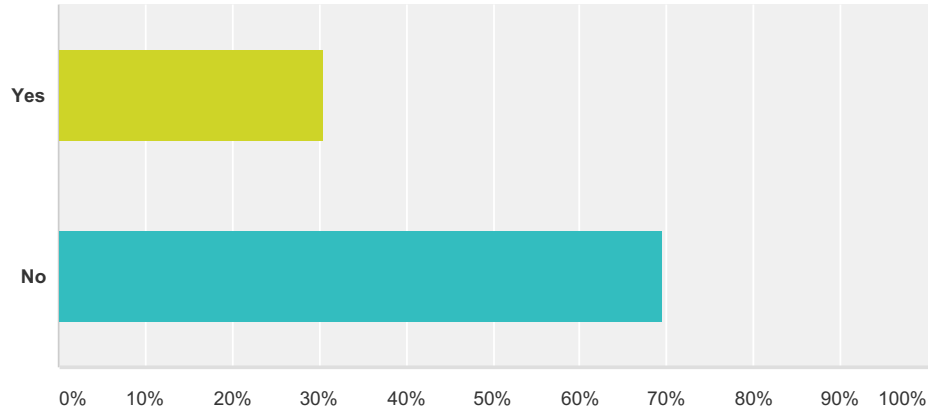
Answered: 23 Skipped: 24



Answer Choices	Responses	
Yes	43.48%	10
No	56.52%	13
Total		23

Q14 Do you have enough insurance on Personal Property/Contents to replace everything that was damaged or lost?

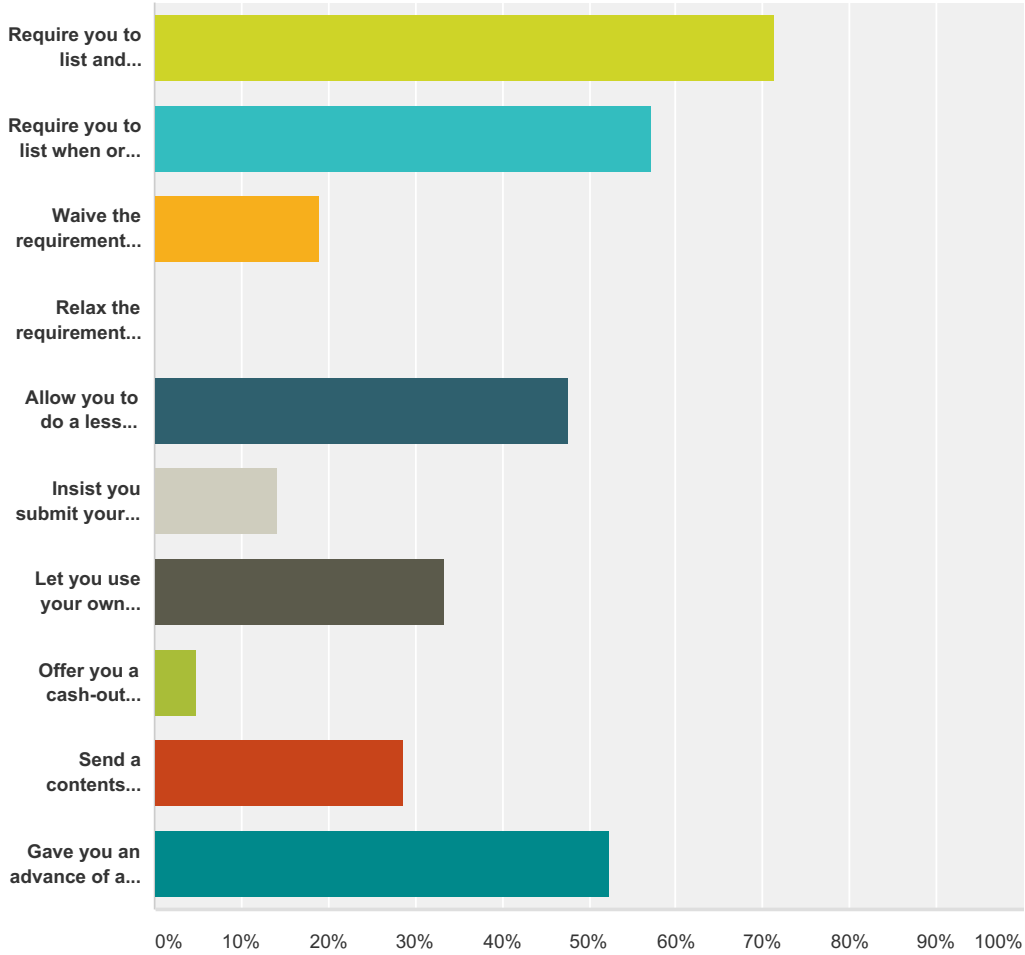
Answered: 23 Skipped: 24



Answer Choices	Responses	
Yes	30.43%	7
No	69.57%	16
Total		23

Q15 For your Personal Property/Contents claim, did your insurer do any of the following (check all that apply):

Answered: 21 Skipped: 26



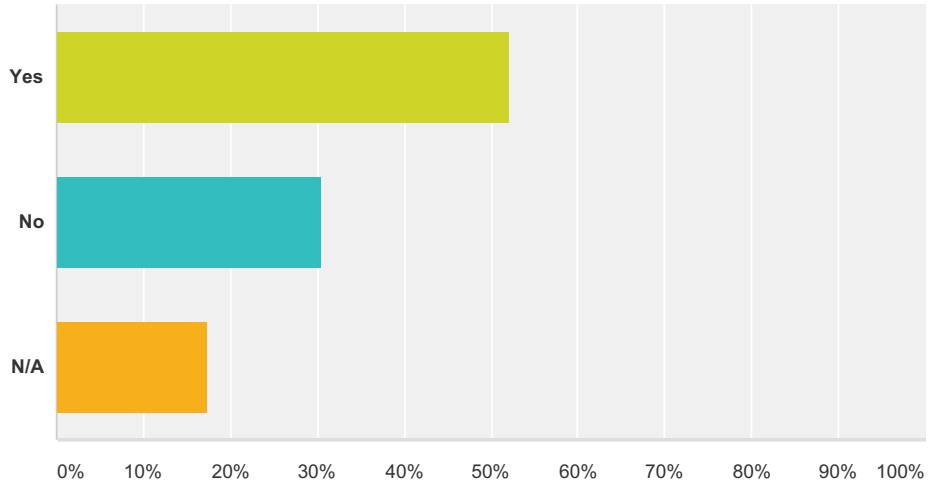
Answer Choices	Responses
Require you to list and describe every single damaged or destroyed item	71.43% 15
Require you to list when or where each item was obtained	57.14% 12
Waive the requirement that you itemize your inventory	19.05% 4
Relax the requirement that you itemize your inventory	0.00% 0
Allow you to do a less specific inventory with similar items grouped together (for example: Books, 50, Sheet sets, 5, etc.)	47.62% 10
Insist you submit your inventory on a specific form	14.29% 3
Let you use your own inventory form	33.33% 7
Offer you a cash-out contents settlement to close this portion of your claim	4.76% 1
Send a contents "specialist" to help you prepare your inventory	28.57% 6
Gave you an advance of at least 25% of your contents limits up front	52.38% 11

Butte Fire - 6 Month Survey

Total Respondents: 21

Q16 Did your insurance company explain "depreciation" or "hold-backs" and what you need to do to collect full replacement value on items they depreciated?

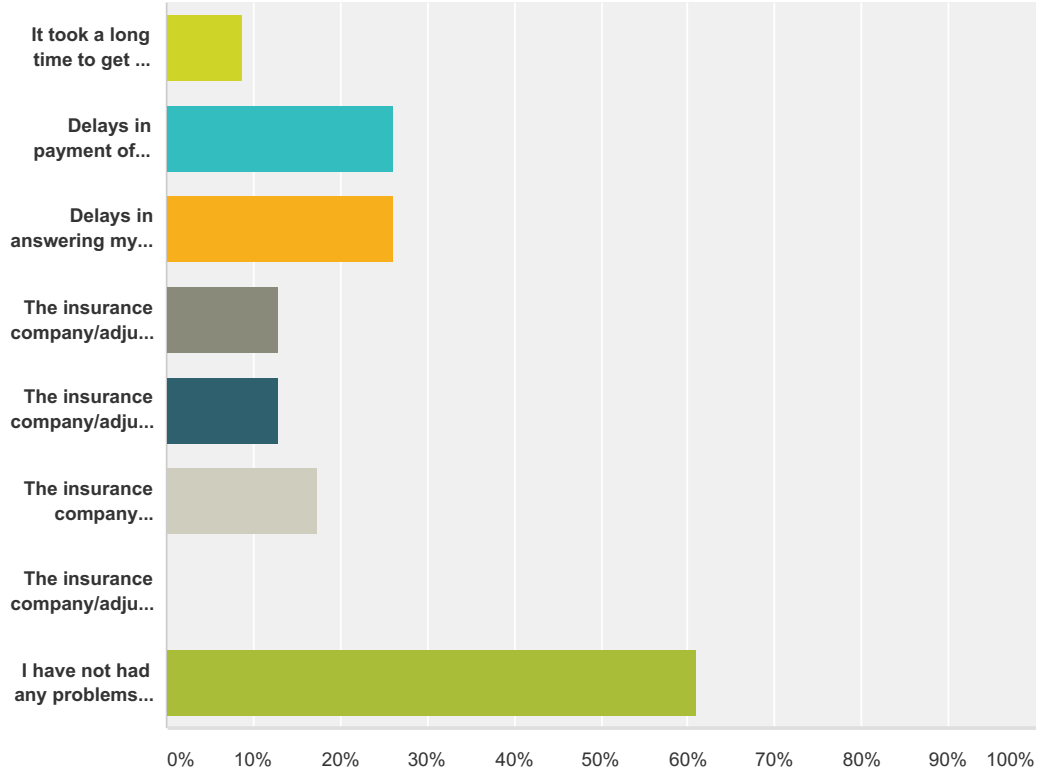
Answered: 23 Skipped: 24



Answer Choices	Responses
Yes	52.17% 12
No	30.43% 7
N/A	17.39% 4
Total	23

Q17 Have you experienced any of the following problems? Please check all that apply to you:

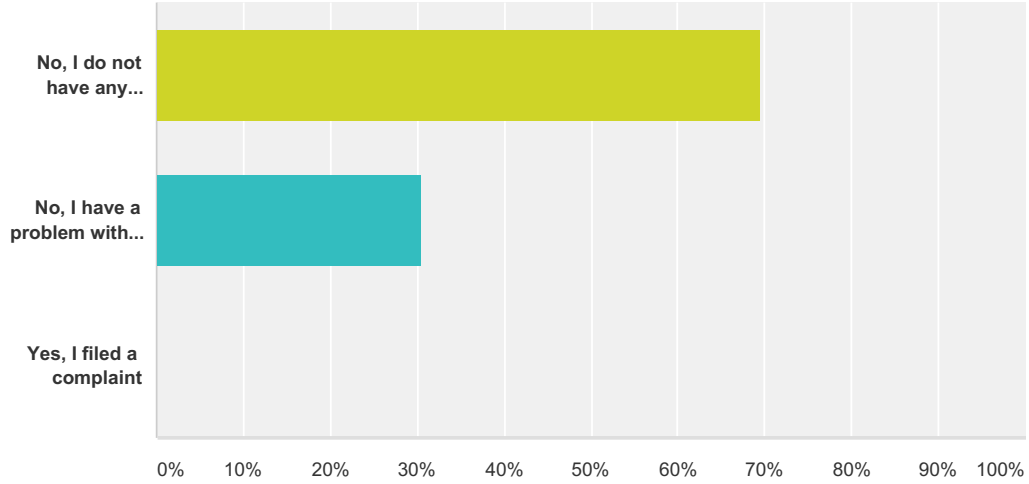
Answered: 23 Skipped: 24



Answer Choices	Responses
It took a long time to get a current copy of my insurance policy	8.70% 2
Delays in payment of policy benefits	26.09% 6
Delays in answering my questions, phone calls and/or emails	26.09% 6
The insurance company/adjuster made a "lowball" settlement offer	13.04% 3
The insurance company/adjuster brought in experts I didn't trust	13.04% 3
The insurance company switched adjusters and we had to keep starting from scratch	17.39% 4
The insurance company/adjuster forced me to hire their contractor	0.00% 0
I have not had any problems with my insurance claim or with the insurance company representatives	60.87% 14
Total Respondents: 23	

Q18 Have you filed a complaint (Request for Assistance "RFA") with the California Department of Insurance?

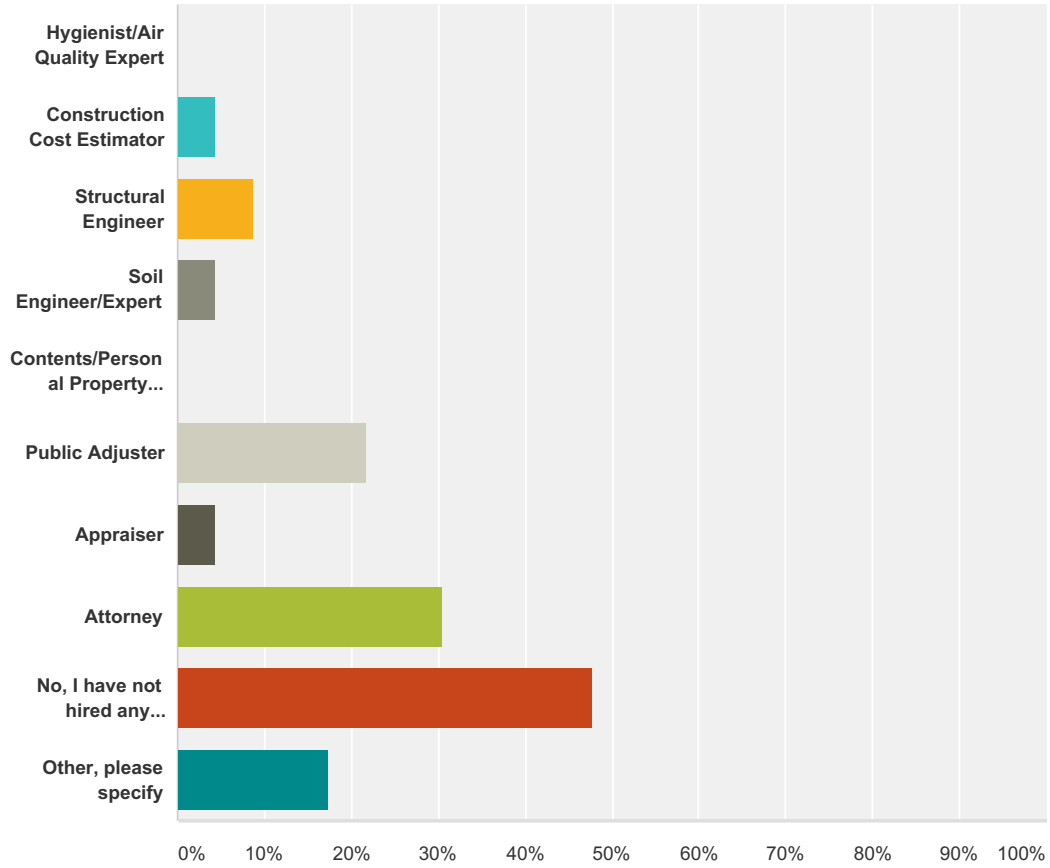
Answered: 23 Skipped: 24



Answer Choices	Responses
No, I do not have any complaints	69.57% 16
No, I have a problem with my insurance company, but have not filed a formal complaint	30.43% 7
Yes, I filed a complaint	0.00% 0
Total	23

Q19 Have you hired any professionals/experts to help you on your insurance claim related to the wildfire?

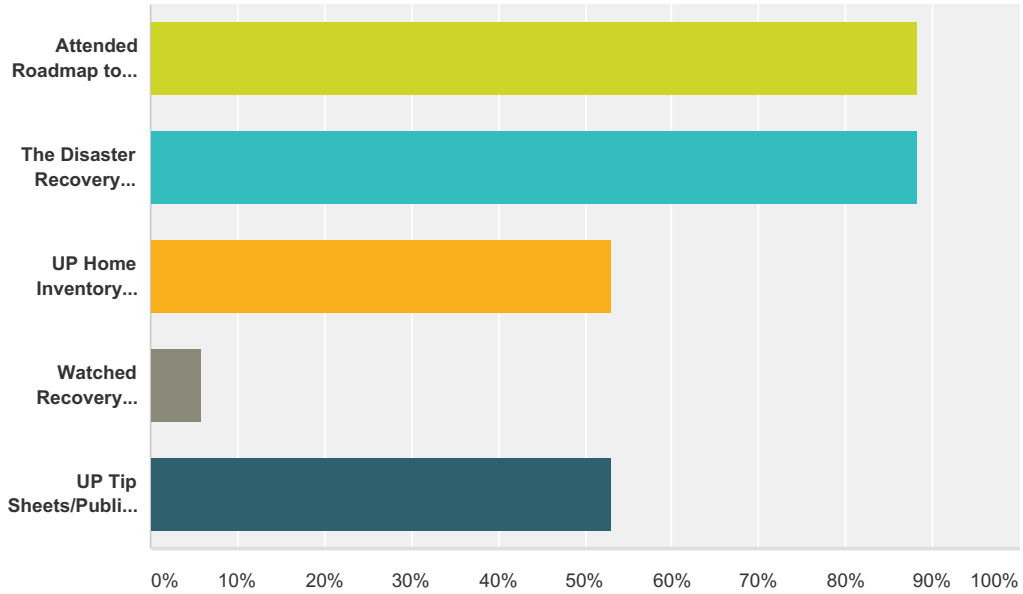
Answered: 23 Skipped: 24



Answer Choices	Responses
Hygienist/Air Quality Expert	0.00% 0
Construction Cost Estimator	4.35% 1
Structural Engineer	8.70% 2
Soil Engineer/Expert	4.35% 1
Contents/Personal Property Specialist	0.00% 0
Public Adjuster	21.74% 5
Appraiser	4.35% 1
Attorney	30.43% 7
No, I have not hired any professionals or experts	47.83% 11
Other, please specify	17.39% 4
Total Respondents: 23	

Q20 Which United Policyholders resources have you used to help navigate the insurance claim process? Please check all that apply.

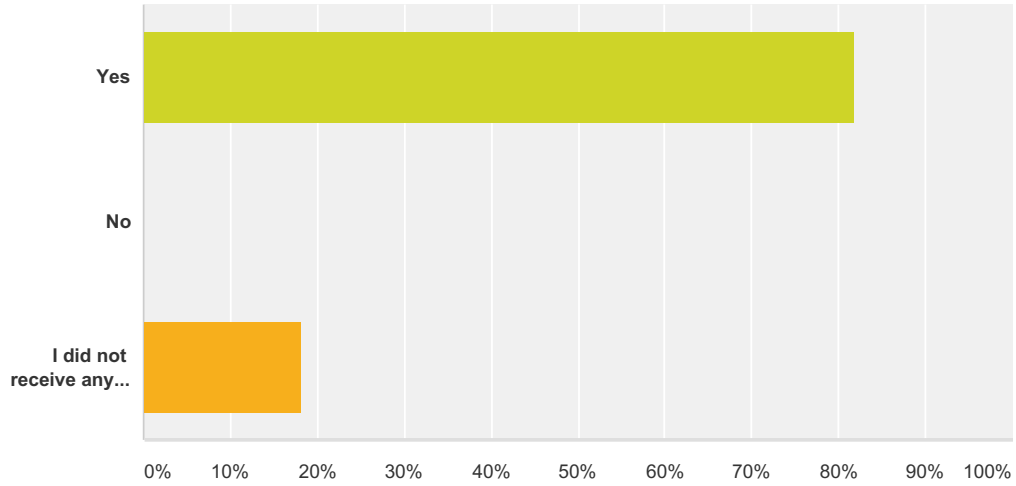
Answered: 17 Skipped: 30



Answer Choices	Responses
Attended Roadmap to Recovery Meetings/Workshops	88.24% 15
The Disaster Recovery Handbook and Household Inventory Guide ("yellow book")	88.24% 15
UP Home Inventory Spreadsheet	52.94% 9
Watched Recovery Workshops online	5.88% 1
UP Tip Sheets/Publications from website	52.94% 9
Total Respondents: 17	

Q21 Was was information and claim help you received from United Policyholders helpful?

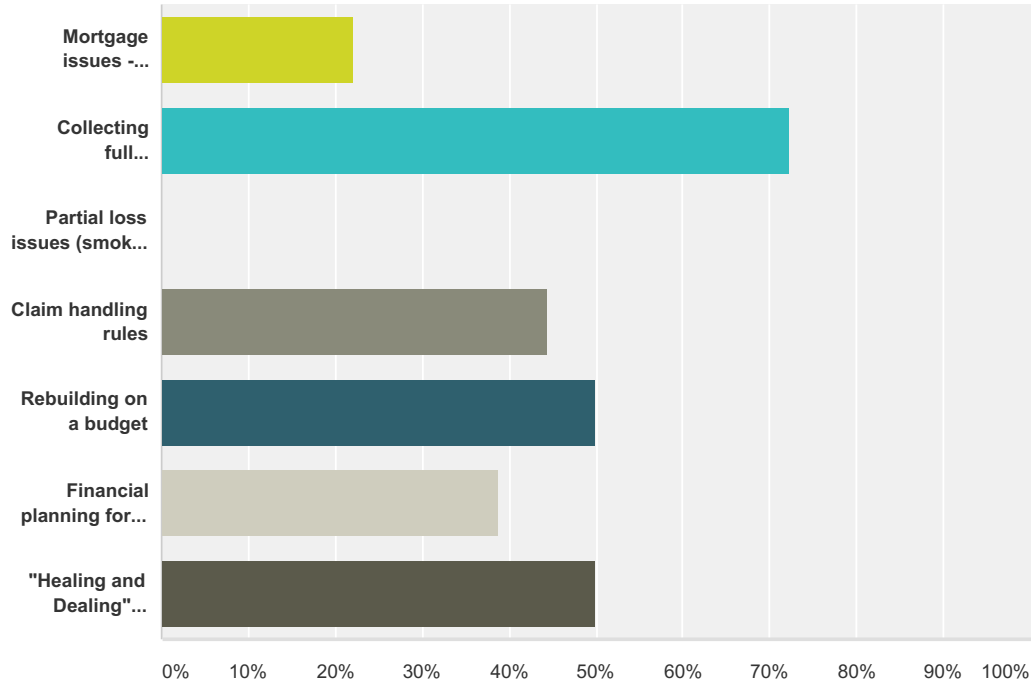
Answered: 22 Skipped: 25



Answer Choices	Responses	Count
Yes	81.82%	18
No	0.00%	0
I did not receive any help	18.18%	4
Total		22

Q22 United Policyholders has held monthly Roadmap to Recovery(tm) workshops. Which topics would you like us to cover? Please select all that you are interested in.

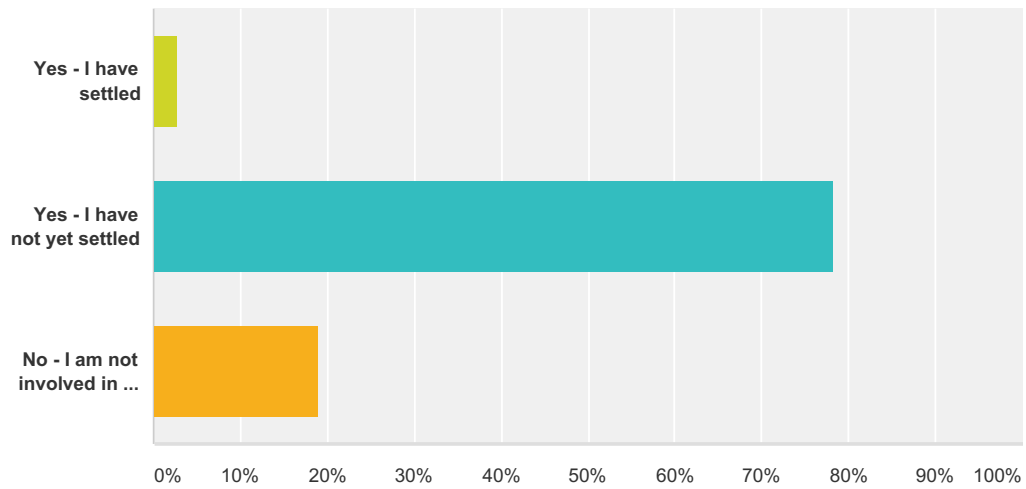
Answered: 18 Skipped: 29



Answer Choices	Responses
Mortgage issues - working with your lender to release funds	22.22% 4
Collecting full replacement values	72.22% 13
Partial loss issues (smoke damage and remediation)	0.00% 0
Claim handling rules	44.44% 8
Rebuilding on a budget	50.00% 9
Financial planning for disaster survivors	38.89% 7
"Healing and Dealing" strategies	50.00% 9
Total Respondents: 18	

Q23 Are you currently a plaintiff in a lawsuit against PG&E related to the Butte Fire?

Answered: 37 Skipped: 10



Answer Choices	Responses
Yes - I have settled	2.70% 1
Yes - I have not yet settled	78.38% 29
No - I am not involved in a lawsuit against PG&E	18.92% 7
Total	37

Q24 Is there anything else you would like to share?

Answered: 21 Skipped: 26

Q25 This is a confidential survey and no personal information about you will be revealed without your express consent. You can participate anonymously if you so choose. Any reports that result from this survey will be based on aggregate data. We will not sell or share our mailing lists or the email addresses of people who complete UP surveys or communicate with UP. By completing the form below you will help ensure the validity of our survey and aid us in analyzing the survey data. As a thank you for completing the survey, your email address will be entered into a drawing to win a \$50 Amazon giftcard. The winner will be notified via email.

Answered: 31 Skipped: 16

Answer Choices	Responses
Name	93.55% 29
Address of Damaged Home	93.55% 29
Temporary Address	61.29% 19
Phone	87.10% 27
Email Address	96.77% 30
State/Province:	0.00% 0
ZIP/Postal Code:	0.00% 0
Country:	0.00% 0
Email Address:	0.00% 0
Phone Number:	0.00% 0