Q1 Thank you for your time completing this confidential survey. This survey is conducted by the nonprofit United Policyholders in partnership with the Colorado Division of Insurance. The purpose of this survey is to track progress and problems and gather data on insurance and wildfire recovery. The information we collect will help our non-profit organization and our local partners support your community during the long term recovery. To see previous surveys we have conducted after past disasters, visit uphelp.org/surveyresults

Was your home or property affected by the December 2021 Marshall Fire?

Answered: 459   Skipped: 0

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>98.26%</td>
</tr>
<tr>
<td>No</td>
<td>1.09%</td>
</tr>
<tr>
<td>Unsure</td>
<td>0.65%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q2 How many people are in your household?

Answered: 444  Skipped: 15

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>12.39%</td>
</tr>
<tr>
<td>2</td>
<td>37.39%</td>
</tr>
<tr>
<td>3</td>
<td>17.12%</td>
</tr>
<tr>
<td>4</td>
<td>24.77%</td>
</tr>
<tr>
<td>5</td>
<td>6.08%</td>
</tr>
<tr>
<td>6</td>
<td>2.03%</td>
</tr>
<tr>
<td>7</td>
<td>0.23%</td>
</tr>
<tr>
<td>8+</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q3 Was the home that was damaged or destroyed your primary residence?

Answered: 444   Skipped: 15

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, it was my primary residence</td>
<td>97.30%</td>
</tr>
<tr>
<td>No, it was not my primary residence</td>
<td>2.70%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q4 Was the home that was damaged or destroyed a mobile or manufactured home?

Answered: 444  Skipped: 15

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>2.25%</td>
</tr>
<tr>
<td>No</td>
<td>97.75%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>444</td>
</tr>
</tbody>
</table>
Q5 Have you filed a claim with your insurance company?

Answered: 444   Skipped: 15

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99.10%</td>
</tr>
<tr>
<td>No</td>
<td>0.45%</td>
</tr>
<tr>
<td>I did not have insurance</td>
<td>0.45%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q6 What is the name of your insurance company?

Answered: 436  Skipped: 23
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Farm</td>
<td>28.44%</td>
</tr>
<tr>
<td>Allstate</td>
<td>10.09%</td>
</tr>
<tr>
<td>USAA</td>
<td>9.86%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>8.03%</td>
</tr>
<tr>
<td>American Family</td>
<td>6.88%</td>
</tr>
<tr>
<td>Farmers</td>
<td>6.88%</td>
</tr>
<tr>
<td>Safeco</td>
<td>6.42%</td>
</tr>
<tr>
<td>Travelers</td>
<td>5.50%</td>
</tr>
<tr>
<td>Nationwide</td>
<td>4.13%</td>
</tr>
<tr>
<td>Amica</td>
<td>3.67%</td>
</tr>
<tr>
<td>Liberty Mutual</td>
<td>3.21%</td>
</tr>
<tr>
<td>AAA</td>
<td>2.75%</td>
</tr>
<tr>
<td>Progressive</td>
<td>2.06%</td>
</tr>
<tr>
<td>Geico</td>
<td>0.92%</td>
</tr>
<tr>
<td>Foremost</td>
<td>0.46%</td>
</tr>
<tr>
<td>Allied</td>
<td>0.23%</td>
</tr>
<tr>
<td>Chubb</td>
<td>0.23%</td>
</tr>
<tr>
<td>National General</td>
<td>0.23%</td>
</tr>
<tr>
<td>AFI (Armed Forces Insurance)</td>
<td>0.00%</td>
</tr>
<tr>
<td>AIG</td>
<td>0.00%</td>
</tr>
<tr>
<td>American Modern</td>
<td>0.00%</td>
</tr>
<tr>
<td>Ameriprise Financial</td>
<td>0.00%</td>
</tr>
<tr>
<td>CIG</td>
<td>0.00%</td>
</tr>
<tr>
<td>CSE</td>
<td>0.00%</td>
</tr>
<tr>
<td>First American</td>
<td>0.00%</td>
</tr>
<tr>
<td>Grange</td>
<td>0.00%</td>
</tr>
<tr>
<td>Hartford</td>
<td>0.00%</td>
</tr>
<tr>
<td>Kemper</td>
<td>0.00%</td>
</tr>
<tr>
<td>Lloyds</td>
<td>0.00%</td>
</tr>
<tr>
<td>Mercury</td>
<td>0.00%</td>
</tr>
<tr>
<td>Stillwater Insurance</td>
<td>0.00%</td>
</tr>
<tr>
<td>I did not have insurance</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>436</td>
</tr>
</tbody>
</table>
Q7 Would you recommend your insurer to a friend, relative or coworker, based on their handling of your claim?

Answered: 436    Skipped: 23

<table>
<thead>
<tr>
<th>ANSWER</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>48.39%</td>
</tr>
<tr>
<td>No</td>
<td>30.28%</td>
</tr>
<tr>
<td>unsure</td>
<td>21.33%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q8 Did you rent or own the home that was damaged or destroyed?

Answered: 436    Skipped: 23

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent</td>
<td>2.06%</td>
</tr>
<tr>
<td>Own</td>
<td>97.94%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q9 Was your home damaged or destroyed?

Answered: 426  Skipped: 33

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>My home was destroyed (total loss)</td>
<td>74.88%</td>
</tr>
<tr>
<td>My home was damaged but still standing (partial loss due to charring/heat/smoke/ash)</td>
<td>24.18%</td>
</tr>
<tr>
<td>No, my home was not damaged but other items were (trees, outbuildings, etc.)</td>
<td>0.47%</td>
</tr>
<tr>
<td>No, my home was not damaged/destroyed by a wildfire</td>
<td>0.47%</td>
</tr>
<tr>
<td>Yes</td>
<td>0.00%</td>
</tr>
<tr>
<td>No</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q10 Has your insurance company paid you the full amount of your available “dwelling” benefits?

Answered: 318   Skipped: 141

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>61.95%</td>
</tr>
<tr>
<td>No</td>
<td>30.82%</td>
</tr>
<tr>
<td>unsure</td>
<td>7.23%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q11 Approximately when did your insurance company pay you the full amount of your available “dwelling” benefits?

Answered: 191   Skipped: 268
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2022</td>
<td>9.42%</td>
</tr>
<tr>
<td>February 2022</td>
<td>5.24%</td>
</tr>
<tr>
<td>March 2022</td>
<td>8.38%</td>
</tr>
<tr>
<td>April 2022</td>
<td>7.85%</td>
</tr>
<tr>
<td>May 2022</td>
<td>4.19%</td>
</tr>
<tr>
<td>June 2022</td>
<td>3.14%</td>
</tr>
<tr>
<td>July 2022</td>
<td>3.14%</td>
</tr>
<tr>
<td>Aug 2022</td>
<td>3.66%</td>
</tr>
<tr>
<td>Sept 2022</td>
<td>1.57%</td>
</tr>
<tr>
<td>Oct 2022</td>
<td>2.09%</td>
</tr>
<tr>
<td>Nov 2022</td>
<td>1.05%</td>
</tr>
<tr>
<td>Dec 2022</td>
<td>3.66%</td>
</tr>
<tr>
<td>Jan 2023</td>
<td>4.19%</td>
</tr>
<tr>
<td>Feb 2023</td>
<td>2.62%</td>
</tr>
<tr>
<td>March 2023</td>
<td>3.66%</td>
</tr>
<tr>
<td>April 2023</td>
<td>3.14%</td>
</tr>
<tr>
<td>May 2023</td>
<td>3.14%</td>
</tr>
<tr>
<td>June 2023</td>
<td>2.62%</td>
</tr>
<tr>
<td>July 2023</td>
<td>3.66%</td>
</tr>
<tr>
<td>August 2023</td>
<td>6.81%</td>
</tr>
<tr>
<td>September 2023</td>
<td>4.19%</td>
</tr>
<tr>
<td>October 2023</td>
<td>4.19%</td>
</tr>
<tr>
<td>November 2023</td>
<td>4.19%</td>
</tr>
<tr>
<td>December 2023</td>
<td>4.19%</td>
</tr>
<tr>
<td>January 2023</td>
<td>0.00%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q12 Do you have enough insurance to cover the cost of rebuilding or replacing your home? (to meet current building codes)

Answered: 310  Skipped: 149

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>13.87%</td>
</tr>
<tr>
<td>No</td>
<td>79.35%</td>
</tr>
<tr>
<td>Unsure</td>
<td>6.77%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q13 In addition to your "dwelling" policy benefits, which of the following sources of funds are you currently using to rebuild or replace your home? (please check all that apply)

Answered: 299    Skipped: 160

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents / Personal Property Insurance Funds</td>
<td>83.61%</td>
</tr>
<tr>
<td>Savings</td>
<td>71.24%</td>
</tr>
<tr>
<td>Retirement / Pension Funds</td>
<td>29.43%</td>
</tr>
<tr>
<td>Gift or loan from family or friends</td>
<td>27.76%</td>
</tr>
<tr>
<td>SBA Loan</td>
<td>25.08%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>22.41%</td>
</tr>
<tr>
<td>Bank Loan</td>
<td>14.72%</td>
</tr>
<tr>
<td>FEMA Grant</td>
<td>2.34%</td>
</tr>
</tbody>
</table>

Total Respondents: 299
Q14 Do you plan to rebuild at the original location?

Answered: 309   Skipped: 150

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>83.17%</td>
</tr>
<tr>
<td>No</td>
<td>12.94%</td>
</tr>
<tr>
<td>Still deciding</td>
<td>3.88%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q15 If you are buying a replacement home instead of rebuilding, were you able to find insurance for your new home?

Answered: 38    Skipped: 421

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>86.84%</td>
</tr>
<tr>
<td>No</td>
<td>0.00%</td>
</tr>
<tr>
<td>Unsure</td>
<td>13.16%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q16 Have you applied for a building permit?

Answered: 259   Skipped: 200

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>241</td>
</tr>
<tr>
<td>No</td>
<td>18</td>
</tr>
<tr>
<td>Unsure</td>
<td>0</td>
</tr>
<tr>
<td>N/A</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>259</td>
</tr>
</tbody>
</table>
Q17 Tell us about your "Additional Living Expenses" (ALE) Coverage:

Answered: 420   Skipped: 39

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have a time limit of 12 months in my policy</td>
<td>10.71%</td>
</tr>
<tr>
<td>I have a time limit of 24 months in my policy</td>
<td>72.86%</td>
</tr>
<tr>
<td>I do not have a time limit</td>
<td>5.00%</td>
</tr>
<tr>
<td>I don't know</td>
<td>11.43%</td>
</tr>
</tbody>
</table>

TOTAL 420
Q18 Have you asked your insurance company for an extension of ALE benefits past 24 months?

Answered: 420  Skipped: 39

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>40.95%</td>
</tr>
<tr>
<td>No</td>
<td>28.81%</td>
</tr>
<tr>
<td>Not Needed</td>
<td>30.24%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q19 If you asked for an extension of your ALE benefits, was it granted?

Answered: 173  Skipped: 286

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>39.31%</td>
</tr>
<tr>
<td>No</td>
<td>31.79%</td>
</tr>
<tr>
<td>Still Pending</td>
<td>28.90%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q20 Did your insurer pay personal property/contents benefits without requiring you to submit an itemized home inventory?

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>32.20%</td>
</tr>
<tr>
<td>No</td>
<td>59.56%</td>
</tr>
<tr>
<td>Unsure</td>
<td>4.12%</td>
</tr>
<tr>
<td>N/A</td>
<td>4.12%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>

Answered: 413  Skipped: 46
Q21 What percentage of personal property/contents benefits did they pay without requiring you to submit an itemized home inventory?

Answered: 413    Skipped: 46
Marshall Fire Two Year Survey

Other (please specify)
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>25%</td>
<td>7.02%</td>
</tr>
<tr>
<td>30%</td>
<td>6.05%</td>
</tr>
<tr>
<td>35%</td>
<td>0.73%</td>
</tr>
<tr>
<td>40%</td>
<td>0.73%</td>
</tr>
<tr>
<td>45%</td>
<td>0.48%</td>
</tr>
<tr>
<td>50%</td>
<td>15.50%</td>
</tr>
<tr>
<td>55%</td>
<td>0.00%</td>
</tr>
<tr>
<td>60%</td>
<td>10.65%</td>
</tr>
<tr>
<td>65%</td>
<td>1.94%</td>
</tr>
<tr>
<td>70%</td>
<td>2.18%</td>
</tr>
<tr>
<td>75%</td>
<td>14.77%</td>
</tr>
<tr>
<td>80%</td>
<td>1.94%</td>
</tr>
<tr>
<td>85%</td>
<td>0.24%</td>
</tr>
<tr>
<td>90%</td>
<td>0.97%</td>
</tr>
<tr>
<td>95%</td>
<td>0.48%</td>
</tr>
<tr>
<td>100%</td>
<td>13.56%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>22.76%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q22 Did your insurance company explain "depreciation" or "hold-backs" and what you need to do to collect full replacement value on items that have depreciated?

Answered: 413   Skipped: 46

**ANSWER CHOICES**  
| Yes   | 54.24% | 224 |
| No    | 29.06% | 120 |
| Unsure| 16.71% | 69  |
| **TOTAL** | | **413** |
Q23 Have you experienced any problems with your insurance claim or with insurance company representatives?

Answered: 413   Skipped: 46

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>55.21%</td>
</tr>
<tr>
<td>No</td>
<td>40.92%</td>
</tr>
<tr>
<td>Unsure</td>
<td>3.87%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q24 Have you experienced any of the following problems? (please check all that apply)

Answered: 236    Skipped: 223

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delays in answering my questions, phone calls and/or emails</td>
<td>68.64% 162</td>
</tr>
<tr>
<td>The insurance company/adjuster’s estimate to replace my dwelling is a “lowball” estimate (not accurate as to current construction costs)</td>
<td>61.44% 145</td>
</tr>
<tr>
<td>Delays in payment of policy benefits</td>
<td>57.20% 135</td>
</tr>
<tr>
<td>The insurance company switched adjusters and we had to keep starting from scratch</td>
<td>55.93% 132</td>
</tr>
<tr>
<td>Other, Please Explain.</td>
<td>38.14% 90</td>
</tr>
<tr>
<td>Asked for a complete copy of my policy and it took a long time (more than 30 days) to receive it</td>
<td>27.97% 66</td>
</tr>
<tr>
<td>The insurance company/adjuster brought in experts I didn't trust</td>
<td>22.03% 52</td>
</tr>
<tr>
<td>The insurance company/adjuster required me to hire their contractor</td>
<td>2.97% 7</td>
</tr>
</tbody>
</table>

Total Respondents: 236
Q25 Have you filed a complaint with the Colorado Division of Insurance?

Answered: 242  Skipped: 217

<table>
<thead>
<tr>
<th>Answer Choices</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>45.87%</td>
</tr>
<tr>
<td>No</td>
<td>52.89%</td>
</tr>
<tr>
<td>I am not familiar with the Division of Insurance</td>
<td>1.24%</td>
</tr>
</tbody>
</table>

TOTAL 242
Q26 How many adjusters have been assigned to your claim?

Answered: 237
Skipped: 222

- 1 adjuster: 40%
- 2 adjusters: 24%
- 3 adjusters: 16%
- 4 adjusters: 10%
- 5-10 adjusters: 6%
- More than 10 adjusters: 4%
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>15.19%</td>
</tr>
<tr>
<td>2</td>
<td>18.14%</td>
</tr>
<tr>
<td>3</td>
<td>13.50%</td>
</tr>
<tr>
<td>4</td>
<td>14.77%</td>
</tr>
<tr>
<td>5</td>
<td>10.97%</td>
</tr>
<tr>
<td>6</td>
<td>8.02%</td>
</tr>
<tr>
<td>7</td>
<td>5.91%</td>
</tr>
<tr>
<td>8</td>
<td>2.11%</td>
</tr>
<tr>
<td>9</td>
<td>1.27%</td>
</tr>
<tr>
<td>10+</td>
<td>10.13%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q27 Have you hired any professionals/experts to help you on your insurance claim related to the wildfire?

Answered: 174  Skipped: 285
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attorney (for your utility lawsuit)</td>
<td>41.95%</td>
</tr>
<tr>
<td>Construction Cost Estimator (scope of loss)</td>
<td>29.89%</td>
</tr>
<tr>
<td>Hygienist/Air Quality Expert</td>
<td>29.31%</td>
</tr>
<tr>
<td>Attorney (for your insurance claim)</td>
<td>25.86%</td>
</tr>
<tr>
<td>Soil Engineer/Expert</td>
<td>21.84%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>21.26%</td>
</tr>
<tr>
<td>Public Adjuster</td>
<td>20.11%</td>
</tr>
<tr>
<td>Structural Engineer</td>
<td>18.97%</td>
</tr>
<tr>
<td>Contents/Personal Property Specialist</td>
<td>13.79%</td>
</tr>
<tr>
<td>Appraiser</td>
<td>6.32%</td>
</tr>
</tbody>
</table>

Total Respondents: 174
Q28 Have you used any United Policyholders resources as part of your recovery and/or the insurance claim process?

Answered: 408    Skipped: 51

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>65.20%</td>
</tr>
<tr>
<td>No</td>
<td>28.43%</td>
</tr>
<tr>
<td>Unsure</td>
<td>6.37%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
</tr>
</tbody>
</table>
Q29 Which United Policyholders resources have you used? (please check all that apply)

Answered: 263   Skipped: 196
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roadmap to Recovery Educational Meetings/Workshops (live or recorded)</td>
<td>83.27% 219</td>
</tr>
<tr>
<td>Survivor to Survivor Forums</td>
<td>37.64% 99</td>
</tr>
<tr>
<td>Q&amp;A Webinars</td>
<td>57.79% 152</td>
</tr>
<tr>
<td>Probono (free) Professional Help Clinics</td>
<td>20.53% 54</td>
</tr>
<tr>
<td>UP Sample Letters</td>
<td>37.26% 98</td>
</tr>
<tr>
<td>The Disaster Recovery Handbook and Household Inventory Guide (&quot;yellow book&quot;)</td>
<td>56.27% 148</td>
</tr>
<tr>
<td>UP Home Inventory Spreadsheet</td>
<td>39.54% 104</td>
</tr>
<tr>
<td>Website Resources at <a href="http://www.uphelp.org">www.uphelp.org</a></td>
<td>69.20% 182</td>
</tr>
<tr>
<td>none</td>
<td>0.00% 0</td>
</tr>
<tr>
<td>None of the above</td>
<td>0.00% 0</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0.00% 0</td>
</tr>
</tbody>
</table>

Total Respondents: 263
Q30 Are there any topics you would like us to cover at future Roadmap to Recovery Workshops?

Answered: 75  Skipped: 384
Q31 Have you found the services provided by United Policyholders to be helpful?

Answered: 264   Skipped: 195

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>98.48%</td>
</tr>
<tr>
<td>No</td>
<td>1.52%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q32 What are your biggest sources of post-fire stress? (choose up to three)

Answered: 398  Skipped: 61
<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>insurance claim process</td>
<td>60.80%</td>
</tr>
<tr>
<td>rebuilding stress</td>
<td>56.28%</td>
</tr>
<tr>
<td>overwhelmed by too many decisions</td>
<td>50.50%</td>
</tr>
<tr>
<td>mental health stress</td>
<td>50.25%</td>
</tr>
<tr>
<td>general financial stress</td>
<td>47.74%</td>
</tr>
<tr>
<td>ALE / temporary housing issues</td>
<td>24.37%</td>
</tr>
<tr>
<td>physical health stress</td>
<td>22.86%</td>
</tr>
<tr>
<td>local government hoops</td>
<td>21.11%</td>
</tr>
<tr>
<td>SBA loan process</td>
<td>20.60%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>18.59%</td>
</tr>
<tr>
<td>family issues</td>
<td>14.07%</td>
</tr>
<tr>
<td>mortgage issues</td>
<td>12.31%</td>
</tr>
<tr>
<td>FEMA assistance</td>
<td>7.79%</td>
</tr>
<tr>
<td>COVID</td>
<td>6.28%</td>
</tr>
<tr>
<td>Total Respondents: 398</td>
<td></td>
</tr>
</tbody>
</table>
Q33 If you are willing to share your story with elected officials or with the media, please provide a current phone number for United Policyholders representatives to contact you.

Answered: 176   Skipped: 283
Q34 Are you interested in learning more about volunteering with United Policyholders?

Answered: 371  Skipped: 88

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>14.02%</td>
</tr>
<tr>
<td>No</td>
<td>85.98%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
</tr>
</tbody>
</table>
Q35 Is there anything else you would like to share?

Answered: 128    Skipped: 331
Q36 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 from United Policyholders. The winner will be notified via email.

Answered: 315    Skipped: 144

<table>
<thead>
<tr>
<th>ANSWER CHOICES</th>
<th>RESPONSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>99.68%</td>
</tr>
<tr>
<td>Address of Damaged Home</td>
<td>99.05%</td>
</tr>
<tr>
<td>Temporary Address</td>
<td>60.00%</td>
</tr>
<tr>
<td>Phone</td>
<td>0.00%</td>
</tr>
<tr>
<td>Email Address</td>
<td>0.00%</td>
</tr>
<tr>
<td>Would you like to the opportunity to share your story with the media or elected officials?</td>
<td>0.00%</td>
</tr>
<tr>
<td>ZIP/Postal Code:</td>
<td>0.00%</td>
</tr>
<tr>
<td>Please tell us your county</td>
<td>0.00%</td>
</tr>
<tr>
<td>Email Address:</td>
<td>96.83%</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>0.00%</td>
</tr>
</tbody>
</table>