



REVIEW GENERATION & CUSTOMER FEEDBACK

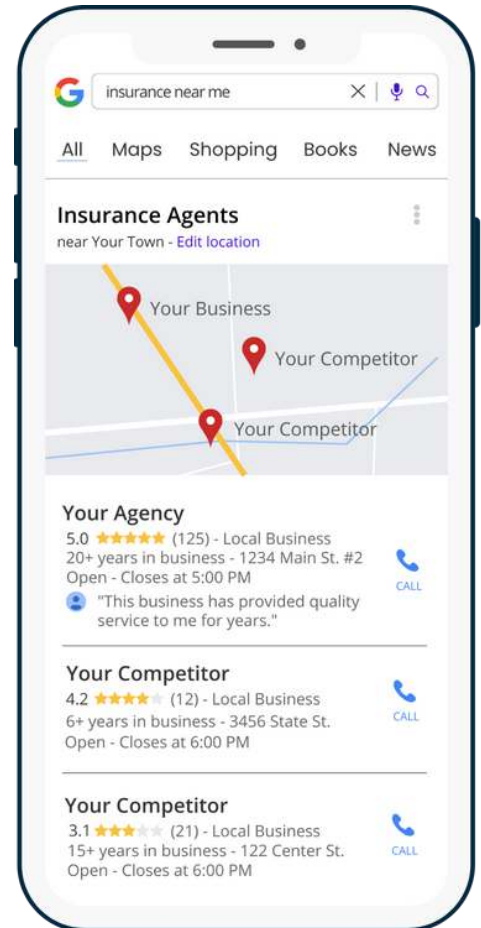
How Farmers Insurance - Nickolas W. got more Google reviews to improve his online presence

CHALLENGE

The Farmers marketing package had created a Google Business Profile for Nickolas, but he still wasn't getting much interest from prospects online because he had only 1 review on his profile. He needed to stand out from his competition in the Google search results.

SOLUTION

Nickolas signed up with Lift Local's Review Generation & Customer feedback service to generate more positive Google reviews.



CLIENT PROFILE



FARMERS INSURANCE -
NICKOLAS W.



COWETA, OK



12 MONTHS
on Lift Local Service



LIFT LOCAL



(801) 407-5983



<https://www.liftlocal.com>

RESULTS

76



NEW GOOGLE REVIEWS

Over the course of a year, Nickolas's agency received 76 new Google reviews.

107



DIRECT CUSTOMER FEEDBACK

Nickolas received direct satisfaction feedback from 107 customers, allowing him to improve retention by resolving concerns.

131%



MONTHLY PHONE CALLS

By improving his Google reviews, Nickolas's average monthly inbound calls from Google increased from 8 to 19 calls per month.