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To help us better serve you, please complete this Customer Satisfaction Survey and return it to us at your convenience. Thank you kindly!

Name	_____**Date**_____
Address	_____
Phone	_____
Email	_____
Agent	_____

Please rate the following:

A) My agent was courteous & professional.	[ ] Agreed [ ] Neutral [ ] Disagreed
B) My agent addressed all questions & concerns.	[ ] Agreed [ ] Neutral [ ] Disagreed
C) My agent offered clear explanations; kept me informed.	[ ] Agreed [ ] Neutral [ ] Disagreed
D) My agent processed everything in a reasonable amount of time.	[ ] Agreed [ ] Neutral [ ] Disagreed
E) My agent demonstrated great listening & problem solving skills.	[ ] Agreed [ ] Neutral [ ] Disagreed
F) My agent had great communication skills.	[ ] Agreed [ ] Neutral [ ] Disagreed
G) My agent was enthusiastic & pleasant to work with.	[ ] Agreed [ ] Neutral [ ] Disagreed
H) My overall satisfaction is high; I would recommend others.	[ ] Agreed [ ] Neutral [ ] Disagreed
I) I would like to be contacted by a supervisor regarding this survey.	[ ] Yes, please do. [ ] No, thank you.

I am willing to write a personalized review of your company and services. My comments are as follows:
(e.g.; what did you like about working with us? Were our agents easy to work with? What areas need improvement?)

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

** Upon signing directly below, I authorize the use of my comments on company advertisements and publications.

(Signature)_____

** We will not identify the commenting party. **

** Your name and contact information will not be published at anytime. **

WE APPRECIATE YOUR TIME AND EFFORTS!