

TO OUR CUSTOMERS

Thank you for choosing Consumers Relocation Services to assist you with your move. Please take a moment to complete the following Customer Service Evaluation. Maintaining high standards of service is extremely important to Consumers Relocation Services. Your feedback is an integral component to tracking performance, determining inconsistencies in service and making necessary adjustments to our program.

We appreciate your business and wish you all the best during your transition in your new home and neighborhood.

Sincerely,

Your Consumers Relocation Team

CUSTOMER SERVICE EVALUATION

1. How did you hear about the Consumers Relocation Services? _____
2. Who was your Consumers Relocation Consultant? _____

On a scale of 1–5 (1 being poor — 5 being excellent) please let us know about our consultant:

- a. Knowledge & helpfulness of your consultant _____
- b. Responsiveness of your consultant _____
- c. Usefulness of **Moving Estimate Comparison** _____
- d. Ability of consultant to answer your questions _____
- e. Overall service from Consumers Relocation _____
- f. Was the “**Moving Facts**” booklet helpful in preparing for your move?
 Very Helpful Somewhat Helpful Never read it

Please feel free to comment:

3. At any point during your move, did you visit our website? Yes No
If so, did you find our site helpful and informative? Yes No

4. Is there anything that you would like to see included on our website?

5. In order that we may continue to provide the quality service our customers expect, please provide an evaluation of the mover and their performance.

What Van Line did you select for your move? _____

Who was your contact at the van line? _____

If you recall, please provide the Driver's name: _____

On a scale of 1–5 (1 being poor — 5 being excellent) please rate:

- a. Accuracy of their estimate _____
- b. Courtesy & thoroughness of sales representative _____
- c. Courtesy and care of the packers _____
- d. Care in handling of your possessions _____
- e. Courtesy of the driver and his crew _____
- f. Overall service from moving company _____

6. Did you file a claim with the mover? Yes No

If “Yes” please rate the claims process:

- a. Received the claim form in a timely manner _____
- b. Once you submitted the claim, a
claims representative contacted you in a timely manner _____
- c. Your claim was settled in a timely manner _____
- d. You feel the claim settlement was fair _____

7. If you were to move again in the future, would you use our program again? Yes No

Your Name _____ Date _____

Your Age Group (Optional): 25–35 36–45 46–50 50+

THANK YOU!

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