

CUSTOMER SATISFACTION ASSESSMENT

We would like to know how well we are succeeding in meeting your needs. Following is the questionnaire about what you wanted from us. Answers will be treated with complete confidentiality.

Please answer these questions using the scale from 01 to 05 (Please encircle that you choose).

01 - The worst score.

05 - The best score.

| QUESTIONS | SCORE | | | | |
|--|-------|---|---|---|---|
| 1. How do you rate about our services? | 1 | 2 | 3 | 4 | 5 |
| 2. Do we give you the information you need? | 1 | 2 | 3 | 4 | 5 |
| 3. Do we answer your queries promptly? | 1 | 2 | 3 | 4 | 5 |
| 4. Do we respond positively to your suggestions? | 1 | 2 | 3 | 4 | 5 |
| 5. How well we communicate with you? | 1 | 2 | 3 | 4 | 5 |

Any other comments:
