

4



ICC MC 411705 \* DOT 976593

Office: 1-800-310-0056 \* Fax: 1-954-585-397

Dear Customer,

As part of our ongoing Quality Assurance Program and in an effort to improve our services we would appreciate your feedback on your moving experience.

Please take a few minutes to answer the survey below. Your feedback will help us to provide outstanding service to our valued customers.

1. How would you rate the moving team who delivered your items?

Excellent 5 4 3 2 1 Needs Improvements

2. Were you contacted on the day before delivery to notify you of the arrival time?

Yes No BUT THAT WAS MY FAULT (THEY LEFT A MSG) (WASNT HOME)

3. Did they arrive on time?

Yes No

4. How would you rate the drivers appearance?

Excellent 5 4 3 2 1 Needs Improvements

5. Was the driver helpful, courteous and professional?

Yes No

6. Would you recommend our service to a friend?

Yes No

Comments: \_\_\_\_\_

Your Name: William Law

Driver's Name: Nit+Sergio

Order #: 324956

Date of Delivery: 11/27/08

Thank you for taking the time to complete this survey and for helping us to make Nationwide Van Lines, Inc the best moving company it can be.