

**Critical / Follow-Up Code:** Z - No critical code or follow-up

**Survey Returned By:** WEB

**Order Number:** M0100-0000057-1

**Delivery Date:** 07/02/2011

**Customer:** Dillig

**Contract Number:** E497

**Contract Name:** UNIV OF VIRGINIA

**Return Date:** 08/08/2011

**Move Type(s):** Alliance, Shuttle at Origin, Shuttle at Destination

**Ship Type:** N

**On this move you were the: BA EST DA**

<b>BA:</b> M0100	<b>Agt Drv:</b> U0381	<b>DA:</b> M0100
<b>OA:</b> M0668	<b>VanOp:</b> U0381 - 038160	<b>SOA:</b> M0668
<b>PA:</b> M0668	<b>Est:</b> M0100 -	<b>SDA:</b> U0381
<b>MC:</b> M0300 - DS0021	<b>Salesperson:</b> M0100 - SD0036	

Using a scale of 5 to 1 & NA where 5 is excellent and 1 is poor and NA is not applicable;  
this is how your customer rated the performance on this move.

Question No.	Question	Response
<b><u>MOVE CONSULTATION</u></b>		
Q1a	Explaining the move process and services available (i.e., professional packing, coverage options, high-value inventory process, etc.)	5
Q1b	Consulting with you on your specific moving needs (i.e., dates, special requirements, etc.)	5
Q1d	Explaining moving charges/pricing (if applicable)	5
Q1gn	OVERALL rating of Move Consultation and Coordination	5
<b><u>MOVE COORDINATION</u></b>		
Q2a	Keeping you informed and providing timely follow-up throughout your move	5
Q2b	Availability to assist you during your move	5
Q2c	Coordinating the details of your move	5
<b><u>ESTIMATING</u></b>		
Q1c	Thoroughly viewing your household for all items to be moved	5
Q2an	Arriving at scheduled time for moving survey appointment	5
Q2bn	Presenting a professional appearance	5
Q2dn	OVERALL rating of Move Surveyor	5
<b><u>LOADING SERVICES</u></b>		
Q4a	Explaining the inventory process	5
Q4b	Protecting your residence during loading (flooring, doorways, etc.)	5
Q4c	Handling your belongings with care	5
Q4d	Managing an organized and efficient loading process	5
Q4e	OVERALL rating of Driver and Loading Crew	5
<b><u>DELIVERY SERVICES</u></b>		
Q5a	Protecting your residence during delivery (flooring, doorways, etc.)	5

Q5b	Handling your belongings with care	5
Q5c	Providing time and assistance as you check off the receipt of your belongings	5
Q5d	Correctly reassembling items disassembled by the driver/loading crew	5
Q5e	Managing an organized and efficient delivery process	5
Q5f	OVERALL rating of Driver and Delivery Crew	5

**OVERALL MOVE EXPERIENCE**

Q6	Considering the entire move experience, how would you rate Mayflower's performance on your recent move?	4
Q7	Would you recommend Mayflower to a friend, relative or associate?	<i>Would recommend</i>