

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

Survey Returned By: WEB

Order Number: M0300-0000061-1

Delivery Date: 08/01/2011

Customer: POWELL

Contract Number: E497

Contract Name: UNIV OF VIRGINIA

Return Date: 09/06/2011

Move Type(s): Storage-In-Transit

Ship Type: N

On this move you were the: BA HA PA

BA: M0300	Agt Drv: M0300	DA: M0600
OA: M0722	VanOp: M0300 - 19025	
PA: M0300	Est: M0722 -	
MC: M0300 - DS0021	Salesperson: M0100 - SD0036	SITA: M0600

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
<u>MOVE CONSULTATION</u>		
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
<u>MOVE COORDINATION</u>		
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
<u>ESTIMATING</u>		
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
<p>Are there any comments or suggestions about the Move Consultation, Coordination, and/or Move Surveyor Services you would like to share with us? <i>She was very professional and on time.</i></p>		
<u>LOADING SERVICES</u>		
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

Are there any comments or suggestions about the Loading Services you would like to share with us?

Jermaine and Shane were phenomenal.

DELIVERY SERVICES

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

Are there any comments or suggestions about the Delivery Services you would like to share with us?

They were great once again!

OVERALL MOVE EXPERIENCE

Q6	Considering the entire move experience, how would you rate Mayflower's performance on your recent move?	5
Q7	Would you recommend Mayflower to a friend, relative or associate?	<i>Definitely would recommend</i>

Please list the names and positions of any individuals you believe should be recognized for exceptional performance, along with the reasons why they deserve special recognition.

Jermaine, Shane, and Jeremy were just wonderful with the move. The woman on the phone, Delana, was great in coordinating the move (especially when my move date changed and everything had to be placed in storage). This was a great moving experience.