

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

Survey Returned By: WEB

Order Number: M0100-0000103-1

Delivery Date: 10/30/2011

Customer: Scott

Contract Number: GPP1

Contract Name: Not Applicable

Return Date: 12/04/2011

Move Type(s): Alliance

Ship Type: C

On this move you were the: BA EST OA

BA: M0100	Agt Drv: U0049	DA: M0420
OA: M0100	VanOp: U0049 - 00494R	
PA: U0049	Est: M0100 -	
MC: M0300 - MD0064	Salesperson: M0100 - RH0077	

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.)	4
Q1d	Explaining moving charges/pricing	4
Q1f	OVERALL rating of Move Consultation and Estimating	4
<u>ESTIMATING</u>		
Q1c	Thoroughly viewing your household for all items to be moved	3
Q1e	Accurately estimating your total moving charges	4
<u>MOVE COORDINATION</u>		
Q2a	Keeping you informed and providing timely follow-up throughout your move	4
Q2b	Availability to assist you during your move	5
Q2c	Coordinating the details of your move	3
Q2d	OVERALL rating of Move Coordination	4
<u>PACKING SERVICES</u>		
Q3a	Carefully packing your household items into boxes	4
Q3b	Treating your residence and belongings with respect	5
Q3c	Accurately labeling packed boxes with contents and room location	4
Q3d	OVERALL rating of Packing Crew	5
<u>LOADING SERVICES</u>		
Q4a	Explaining the inventory process	3
Q4b	Protecting your residence during loading (flooring, doorways, etc.)	5
Q4c	Handling your belongings with care	4

Q4d **Managing an organized and efficient loading process** **4**
 Q4e **OVERALL rating of Driver and Loading Crew** **4**

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

They packed belongings that were not a part of the move and we ultimately couldn't locate all items, so items shipped that were not a part of the move

DELIVERY SERVICES

Q5a **Protecting your residence during delivery (flooring, doorways, etc.)** **N/A**
 Q5b **Handling your belongings with care** **N/A**
 Q5c **Providing time and assistance as you check off the receipt of your belongings** **N/A**
 Q5d **Correctly reassembling items disassembled by the driver/loading crew** **N/A**
 Q5e **Managing an organized and efficient delivery process** **N/A**
 Q5f **OVERALL rating of Driver and Delivery Crew** **N/A**

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?** **Would recommend**

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.

The driver was very good and he should have had extra help in packing up the house in order to expedite the process