

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

Survey Returned By: WEB

Order Number: M0300-0000119-1

Delivery Date: 09/02/2011

Customer: Suitch

Contract Number: GPP1

Contract Name: Not Applicable

Return Date: 10/01/2011

Move Type(s): Point-To-Point, Day Certain Load

Ship Type: C

On this move you were the: BA EST OA HA PA

BA: M0300

Agt Drv: M0300

DA: M1868

OA: M0300

VanOp: M0300 - 19373

PA: M0300

Est: M0300 -

MC: M0300 - MD0064

Salesperson: M0300 - JP0112

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	5
Q1f	OVERALL rating of Move Consultation and Estimating	5
<u>ESTIMATING</u>		
Q1c	Thoroughly viewing your household for all items to be moved	N/A
Q1e	Accurately estimating your total moving charges	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
Q2d	OVERALL rating of Move Coordination	5
<u>LOADING SERVICES</u>		
Q4a	Explaining the inventory process	4
Q4b	Protecting your residence during loading (flooring, doorways, etc.)	4
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
<u>DELIVERY SERVICES</u>		
Q5a	Protecting your residence during delivery (flooring, doorways, etc.)	4
Q5b	Handling your belongings with care	4
Q5c	Providing time and assistance as you check off the receipt of your belongings	4
Q5d	Correctly reassembling items disassembled by the driver/loading crew	4
Q5e	Managing an organized and efficient delivery process	4
Q5f	OVERALL rating of Driver and Delivery Crew	4
<u>OVERALL MOVE EXPERIENCE</u>		
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?	4

**Definitely 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.

Marina Dennis did an excellent job setting up my move on very short notice.