

Subject: [FWD: CUSTOMER SURVEY for MELONY HARREN - B/L 248307]

From: walt@movewithmetro.com

Date: Tue, Jan 11, 2011 1:55 pm

To: tom@movewithmetro.com

----- Original Message -----

Subject: CUSTOMER SURVEY for MELONY HARREN - B/L 248307

From: NVL <nvl@nationalvanlines.com>

Date: Tue, January 11, 2011 1:47 pm

To: walt@MoveWithMetro.com, tom.mchugh@nationalvanlines.com



As a service provider on this move you are being provided with this submitted customer satisfaction survey.

CUSTOMER SURVEYS

REG #: R215410

B/L #: 248307

Name: MELONY HARREN
Address: 3210 CALLAWAY DR
City: CLAREMORE State: OK
Zip: 74019 Phone:

Please rate the quality of moving services by selecting the number best describing your opinion:
5 - Excellent 4 - Very Good 3 - Average 2 - Below Average 1 - Unsatisfactory NA - Not Applicable

Pre-Move (Sales) - METRO MOVING & STORAGE Sales Rep: TOM DIEDRICH

- 1.) My salesperson gave me complete and accurate information regarding the move. 5
- 2.) The protection coverage (valuation) and options were explained. 5
- 3.) My salesperson was accessible throughout the move. 5
- 4.) I was made aware of the span of dates in which my shipment would load and deliver. 5
- 5.) I received copies of "Your Rights & Responsibilities" and the Dispute Settlement Program. YES
- 6.) Overall evaluation of Pre-move (Sales): 5

Pre-Move (Packing)

- 7.) The packers arrived at the pre-arranged time. 5
- 8.) The packers were professional and well-prepared. 5
- 9.) The cartons packed by National Van Lines arrived in good condition. 5
- 10.) Overall evaluation of Pre-move (Packing): 5

Loading / Driver - ELLIOTT MICHAEL A.

- 11.) The driver contacted me the day prior to loading my shipment. 5
- 12.) The driver arrived at the pre-arranged time. 5
- 13.) The driver was in uniform and his appearance was satisfactory. 5
- 14.) The driver was professional and courteous. 5
- 15.) The driver had sufficient help to load my shipment. 5
- 16.) The helpers were professional and courteous. 5
- 17.) The driver's equipment was clean and appearance was satisfactory. 5
- 18.) Overall evaluation of Loading / Driver: 5

Delivery - ELLIOTT MICHAEL A.

- 19.) The driver contacted me at least a day prior to the delivery date. 5
- 20.) The driver arrived at my residence at the pre-arranged time. 5
- 21.) My shipment delivered within the delivery span agreed upon with my salesperson. 5
- 22.) The driver was in uniform and his appearance was satisfactory. 5
- 23.) The driver was professional and courteous. 5
- 24.) The driver had sufficient help to unload the shipment. 5