

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

Subject: CUSTOMER SURVEY for LENNETTA WELLS - B/L 248887

From: NVL <nvl@nationalvanlines.com>

Date: Thu, March 03, 2011 12:54 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 SURVEYSREG #: **R216727**B/L #: **248887**

Name: LENNETTA WELLS**Address:** 1400 ROBERTA DR,APT 1203WALTON VILLAGE**City:** MARIETTA **State:** GA**Zip:** 30008 **Phone:** (773) 383-3268

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) - REO MOVERS & VAN LINES

| | |
|--|-----|
| 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)

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

Loading / Driver - REO MOVERS & VAN LINES

| | |
|---|----|
| 11.)The driver contacted me the day prior to loading my shipment. | NA |
| 12.)The driver arrived at the pre-arranged time. | 4 |
| 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 - HERNANDEZ JOHN J.

| | |
|---|---|
| 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 |
| 25.)The helpers were professional and courteous. | 5 |
| 26.)The crew assembled furniture that had been disassembled at origin. | 5 |
| 27.)Packing material and cartons unpacked by the driver were removed from my residence. | 5 |
| 28.)I was satisfied with the condition of my belongings upon delivery. | 5 |
| 29.)Overall evaluation of Unloading: | 5 |

Corporate

| | |
|---|-----|
| 30.)I was provided with an 800# to Customer Service and Claims at the Corporate Office. | YES |
| 31.)The Customer Service Department was available and responsive to my needs. | 5 |
| 32.)The Claims Department was available and responsive to my needs. | NA |
| 33.)I would recommend (or use) National Van Lines' services again. | YES |

Comments: I was very satisfied with both Reo and National.