



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

CUSTOMER SURVEYS

REG #: R215923

B/L #: 248538

Name: ARNIE NATHANSON
 Address: 8801 ETON AVE UNIT # 128
 City: CANOGA PK State: CA
 Zip: 91304 Phone: (303) 335-9742

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: DAVID EDWARDS

1.)My salesperson gave me complete and accurate information regarding the move.	5
2.)The protection coverage (valuation) and options were explained.	4
3.)My salesperson was accessible throughout the move.	4
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 - METRO MOVING & STORAGE

11.)The driver contacted me the day prior to loading my shipment.	5
12.)The driver arrived at the pre-arranged time.	3
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 - GARDUNO EDWARD M.

19.)The driver contacted me at least a day prior to the delivery date.	3
20.)The driver arrived at my residence at the pre-arranged time.	4
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.	4
27.)Packing material and cartons unpacked by the driver were removed from my residence.	4
28.)I was satisfied with the condition of my belongings upon delivery.	5
29.)Overall evaluation of Unloading:	4

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.	4
32.)The Claims Department was available and responsive to my needs.	NA
33.)I would recommend (or use) National Van Lines' services again.	YES