**Dear Duckstein Client,

As a manager of Duckstein Contracting, I want to thank you for giving us the opportunity to serve you. Please help us serve you and consumers like yourself better by taking a couple of minutes to tell us about the service that you have received. We appreciate you choosing our company at a great time of need. And we hope that should the need ever arise again that you will choose Duckstein to assist you.

Sincerely,
Ashley Taylor**

**1. How did you hear about Duckstein Contracting?**

**2. How long after contact was a representative onsite in your home?**

A. Less than an hour B. 1-2 Hours C. 2+ Hours

**3. Sufficient information about the claims process was explained upon arrival.**

A. Agree B. Neutral C. Disagree

**4. Did our representative… (Select all that apply)**

* **Quickly indentify the problem**
* **Appear knowledgeable and competent**
* **Help you understand the insurance process**
* **Provide answers to questions in a timely manner**
* **Present a clean and professional appearance**

**5. Was our on-site crew respectful, hard-working, and knowledgeable?**  YES NO

**6. Were you satisfied with how our office staff handled your claim?**  YES NO

**7. Are you satisfied with the workmanship?** YES NO

**8. Were you satisfied with the clean up at the end of each day?** YES NO

**9. Were there any problems? If not skip to question 10.** YES NO

 **Did we handle them promptly and effectively?** YES NO

**What was the problem? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Who did the problem involve? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**How was the problem resolved? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**10. Were your phone calls handled promptly and efficiently?** YES NO

**11. Would you refer us to a friend or family member?**  YES NO

**12. Should your insurance company refer us to their other customers?** YES NO

**13. What was our best quality? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**14. Where can we make improvements? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**15. How would you rate your overall experience?**

**A. Excellent B. Great C. Average D. Poor**

**16. What was the total length of time from start to finish? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(approx)**

**Client Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Job #:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**I thank you for the time you took to fill out this survey. It will ensure we continue to provide the best experience possible!**

**Please mail to 627 Chartiers Ave, McKees Rocks, PA 15136 or fax to 412-331-8135 or email to Ashley@ducksteincontracting.com**