



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?

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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 identify 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?

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14. Where can we make improvements?

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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