



Old Rawdon Library Breck Road Anfield Liverpool L4 2RB
 Tele 0151 263 1238 Fax 0151 260 4047 E-mail info@assuredbs.com www.assuredbs.com

**FORM C
 CUSTOMER QUESTIONNAIRE**

Customer Name: _____

Address: _____

Nature of Claim: _____ Insurance Co/Adjuster _____

We are continually monitoring our customer satisfaction to enable us to provide a high standard of service and quality workmanship, we need to ascertain as to whether we are meeting customer requirements and if there are ways in which we can improve our standards. We therefore would be grateful if you could take a few minutes to complete this questionnaire.

- | | | | | |
|----|--|--------------------------|--------------------------|--------------------------|
| 1. | On the first visit to your property did our company representative(s) show you some form of identification? | YES / NO | | |
| 2. | Were they punctual, polite, respectful and informative as to the nature of the visit ? | YES / NO | | |
| 3. | Was the inspection and / or emergency works carried out against the damage to your property to your satisfaction? | YES / NO | | |
| 4. | Was the agreed start date to commence works kept? | YES / NO | | |
| 5. | What was your opinion of the attributes of the Technicians that attended site to carry out the works?
(Please tick the appropriate box) | Very Good | Satisfactory | Poor |
| A) | Politeness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B) | Personal tidiness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C) | Punctuality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D) | Tidiness on site whilst working and on leaving | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| E) | Quality of work | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. | Was the work completed within the stated time? | YES / NO | | |
| 7. | On telephoning our office, were our administrative and operational staff polite, helpful and efficient ? | YES / NO | | |

SIGNED.....

DATE.....