



We constantly strive to provide the highest quality service to our clients at competitive prices. In order to assess the success of our efforts in this regard, please take a few moments to answer the following questions about the services we have provided you during the past year. Please explain any "NEVER" or "NO" answers in the "Additional Comments" section at the bottom of the page. You may identify yourself in the space provided or you may remain anonymous. If you would like to discuss any of your answers further, feel free to attach additional pages to your response.

Name (optional): _____

A = Always S = Sometimes O =Occasionally N = Never

Answers

- _____ I receive prompt responses to my telephone calls, email communications and other inquires.
- _____ The firm employees with whom I have worked possess a high degree of technical skill and understand the details of my business/personal finances.
- _____ My work has been performed accurately and in a timely manner.
- _____ I am treated with respect in a courteous and friendly manner by everyone in the office.
- _____ I was charged a fair fee for the services I received.
- _____ The firm employees with whom I have worked provided a number of useful suggestions for improvement.

YES NO

- _____ I would recommend your firm to my friends and associates if the occasion arises.
- _____ I would like to be contacted by a firm representative about my answers in this survey.
- _____ I would like to discuss the following additional services your firm can provide to me.

Additional comments:

If you would prefer to discontinue receiving surveys from our firm, please check here _____.

Experience the Barlow Douglas & Hall Difference!

www.barlowdouglasshall.com

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