

PLEASE HELP US IMPROVE SIR Inc. CUSTOMER SERVICE SURVEY FORM

Your First name: Jobbi

Date of service: (10/15/10) City and State: Decatur, Ga
next job

| | Excellent | Good | Fair | Poor |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Office staff was courteous and helpful. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff provided complete, accurate information for you. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A timely response was provided. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Our construction team was professional and courteous. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Our construction team made you feel safe and were clean. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| My overall experience with SIR Inc. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please indicate the name(s) of any staff or worker you would like to commend:

In the more than one job performed, all staff and workers made me, the homeowner, feel that they care and were attentive to all needs.

If you feel we fell short in meeting your service expectations, please describe the situation, including the name of the person involved and the date of the incident occurred:

N/A

As a result of your experience with us, what service-related improvement can you recommend?

*Thus far, no improvement —
The service is timely and efficient*

We thank you for your time; please kindly mail back this form or fax back to **678-866-2524**