

**PLEASE HELP US IMPROVE  
SIR Inc. CUSTOMER SERVICE SURVEY FORM**

Your First name: Suzie Nichols

Date of service: 5/27/2011 City and State: Hoover, AL

|  | 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:  
 I talked with <sup>Bernadette</sup> ~~a lady (can't remember her name)~~ on 6/6/2011 and she explained everything to me thoroughly. This is our first house with stucco and everything is new to us. She helped me out a lot understanding stucco. She was awesome - thank you!

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:

~~It was my understanding that the holes next to the screened in porch were going to be filled like the hole in the chimney. This was not done.~~ Please disregard. I have talked with customer service and everything has been worked out. Great customer service! Thank you

As a result of your experience with us, what service-related improvement can you recommend?  
 fill the holes in the stucco next to the screened in porch located on the back of the house. We are going to wait at this time to fill holes. Thank you

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