

7218

Camila

SATISFACTION SURVEY:



Dear Customer,

American Debt Foundation would like to thank you for giving us the opportunity to service your account(s). Please help us serve you better by taking a couple of minutes to tell us about the service that you have received thus far. We sincerely appreciate your honest opinion and feedback; your input will be taken into consideration. Over the past several months the debt settlement industry has been under a lot of scrutiny. American Debt Foundations prides itself in being a leading company demonstrating professionalism and ethical values. We strive to present organizations such as the Better Business Bureau and the Attorney General positive feedback from our clients. By doing, so American Debt Foundation will be able to continue to assist clients with their financial hardship.

1) In evaluating your overall customer service experience, was the quality of service you received:

- VERY POOR
- SOMEWHAT UNSATISFACTORY
- ABOUT AVERAGE
- VERY SATISFACTORY
- SUPERIOR

2) The process of getting your accounts settled was:

- VERY POOR
- SOMEWHAT UNSATISFACTORY
- ABOUT AVERAGE
- VERY SATISFACTORY
- SUPERIOR

not complete yet

3) The customer service representative was very courteous.

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

4) The settlement representative was very courteous.

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

did not talk to

5) Which of the following qualities of the service representative stood out (as being superior)?

- PATIENT
- ENTHUSIASTIC
- LISTENED CAREFULLY
- FRIENDLY
- RESPONSIVE

6) The customer service representative handled my call quickly

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

7) The customer service representative was very knowledgeable

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

8) The settlement representative was very knowledgeable

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

?

9) The settlement percentages for my accounts have been fair and reasonable.

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

10) I would recommend the American Debt Foundation to a family member or friend

- STRONGLY DISAGREE
- SOMEWHAT DISAGREE
- NEUTRAL
- SOMEWHAT AGREE
- STRONGLY AGREE

ADDITIONAL COMMENTS: (Please take this opportunity to relate any positive experience or comment a particular representative in our organization.)

Elyse Ryan

Client Signature

E. Lizabeth

Print Name

9-24-09

Date