



Customer Survey

Thank you for your recent order!

Your opinion is important to us. Please let us know if we are meeting your service and quality expectations by responding to this brief survey. Just check off (✓) your answers, fold the survey, and tape it closed with the postage-paid address showing.

1. Overall, how satisfied are you with Safeguard?

	5 Extremely Satisfied	4 Satisfied	3 Neutral	2 Dissatisfied	1 Extremely Dissatisfied	No Opinion
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How satisfied are you with:

Ease of ordering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of product material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Print quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of Safeguard catalog	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value received for the price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Of the items in #2 above, check the one that you consider the most important. Add anything you consider more important below.

	4 Yes, Definitely	3 Yes, Probably	2 Probably Not	1 Definitely Not
4. How likely are you to purchase from us again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How likely are you to recommend Safeguard to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Did you have any problems with your order or the ordering process?

Yes No If yes, please describe your experience: _____

7. Was your problem resolved to your satisfaction? Yes No

If no, please explain why: _____

8. How did you place your order?

In Person Phone Internet/Web site Fax Mail

9. Type of business you're in:

Real estate sales/management Insurance Accounting

Legal Healthcare Other professional services

Construction Manufacturing Retail Transportation

Landscaping Service/Repair Other _____

10. Number of employees:

1-4 5-9 10-19 20-49 50-99 100+

11. What's your job title?

Finance/ Accounting Management Marketing/ Sales

Medical Asst. Office Mgr./Exec. Asst. Other _____

12. What could we do to serve you better? _____

13. Other comments: _____

14. Optional:

Company name: _____

Your name: _____

Phone: _____

E-mail: _____

NO POSTAGE NECESSARY Please fold and seal with clear tape (no staples) and mail completed survey to the address on the back of this card or fax to 800-439-3423. You may also e-mail comments to customercomments@gosafeguard.com.