

From: "Ron Niemi" <ronniemi@jetsmovingcompany.com>
 To: "Jay Jones" <Jay.Jones@townsquareinteractive.com>
 Date: 12/20/2019 10:43:16 AM
 Subject: Fwd: Customer Satisfaction Survey Results

----- Forwarded message -----

From: <AgencyServices@nationalforwarding.com>
 Date: Fri, Dec 20, 2019 at 11:06 AM
 Subject: Customer Satisfaction Survey Results
 To: <RONNIEMI@jetsmovingcompany.com>



NATIONAL FORWARDING COMPANY, INC.

2800 ROOSEVELT ROAD - BROADVIEW, ILLINOIS 60155
 Telephones: (708) 345-0550 1-800-323-9125
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12/20/19

TO: JETS MOVING COMPANY, LLC
 3212 N. 40TH ST.
 TAMPA, FL 33065

FROM: Agency Services Department

RE: Customer Satisfaction Survey Results

This data comes from a recently completed DoD Customer Satisfaction Survey. The survey is the primary component of our Best Value Score and will determine the amount of business we receive in the new Personal Property Program.

We are providing total visibility of the score received, showing the score attributable to each agent for all questions. Only your name is visible.

B/L #: 491980 GBL#: HAFC0549845 Shipper: JONES, DOLAN

Pickup Date: 10/29/19 CSS completed: 12/17/2019

----- Agent ----- CSS Grades -----

Type # Name Q1 Q2 Q3 Q4 Q5 Q6 Total

O xxxxx (Other agent - origin) 12

H 10777 JETS MOVING COMPANY, LLC 12 12 12 12

- Combined - 12 12 12 12 12 40 100

The questions and potential scores for each one are as follows:

Customer Satisfaction Survey Questions	
1. Evaluate services provided at origin such as the quality of packing, labeling, and organizing of the packing crew.	Questions #1 - #5 Excellent = 12 points Good = 9 points Satisfactory = 6 points Poor = 3 points Unsatisfactory = 0 points
2. Evaluate services provided at origin such as the care, courtesy, and attitude of the loading crew.	
3. Evaluate how satisfied you were with the timeliness of the pickup of your personal property by the Transportation Provider (mover).	
4. Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.	Question #6 Excellent = 40 points Good = 30 points Satisfactory = 20 points Poor = 10 points Unsatisfactory = 0 points
5. Evaluate how satisfied you were with the timeliness of the delivery of your personal property by the Transportation Provider (mover).	
6. Evaluate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, including any follow-up.	
TOTAL SCORE: 100 Points Maximum	

A score of 9 or better on Questions 1-5 is required in order to be a full participant in our program. Please take corrective measures with your crew if your score is less than that. Refer to your monthly Performance Reports to determine your overall averages.

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GRDRPT4