

**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:

- 1 VERY POOR
- 2 SOMEWHAT UNSATISFACTORY
- 3 ABOUT AVERAGE
- 4 VERY SATISFACTORY
- 5 SUPERIOR

- 2) The process of getting your accounts settled was:

- 6 VERY POOR
- 7 SOMEWHAT UNSATISFACTORY
- 8 ABOUT AVERAGE
- 9 VERY SATISFACTORY
- 10 SUPERIOR

- 3) The customer service representative was very courteous.

- 11 STRONGLY DISAGREE
- 12 SOMEWHAT DISAGREE
- 13 NEUTRAL
- 14 SOMEWHAT AGREE
- 15 STRONGLY AGREE

- 4) The settlement representative was very courteous.

- 16 STRONGLY DISAGREE
- 17 SOMEWHAT DISAGREE
- 18 NEUTRAL
- 19 SOMEWHAT AGREE
- 20 STRONGLY AGREE

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

21 PATIENT
22 ENTHUSIASTIC
23 LISTENED CAREFULLY
24 FRIENDLY
25 RESPONSIVE

- 6) The customer service representative handled my call quickly

26 STRONGLY DISAGREE
27 SOMEWHAT DISAGREE
28 NEUTRAL
29 SOMEWHAT AGREE
30 STRONGLY AGREE

- 7) The customer service representative was very knowledgeable

31 STRONGLY DISAGREE
32 SOMEWHAT DISAGREE
33 NEUTRAL
34 SOMEWHAT AGREE
35 STRONGLY AGREE

- 8) The settlement representative was very knowledgeable

36 STRONGLY DISAGREE
37 SOMEWHAT DISAGREE
38 NEUTRAL
39 SOMEWHAT AGREE
40 STRONGLY AGREE

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

41 STRONGLY DISAGREE
42 SOMEWHAT DISAGREE
43 NEUTRAL
44 SOMEWHAT AGREE
45 STRONGLY AGREE

- 10) I would recommend the American Debt Foundation to a family member or friend
46 STRONGLY DISAGREE

