

Dear Valued Client,

We hope you will be kind enough to take the time to fill out our client survey form. Please fill out only the items that pertain to your experience with J.C. Norby & Associates. We believe we can always learn from our clients, especially how to serve them better!

Please take a few minutes to complete this short survey. Your candid comments are important to our continuing efforts to improve our service to you.

Please fax (715-834-5101) or mail the completed survey. We sincerely appreciate your business and look forward to your comments on the quality of our service.

Jim Norby

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**J.C. Norby & Associates
Customer Satisfaction Survey**

Appraiser Satisfaction:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I was pleasantly greeted by the appraiser.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appraiser demonstrated they were knowledgeable of the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appraiser acted in a professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appraiser asked pertinent questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appraiser answered all of my questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall the service of the appraiser was:

- Very Poor
- Somewhat Unsatisfactory
- About Average
- Very Satisfactory
- Superior

3. Would you like to add any additional comments regarding the appraiser?

Overall Satisfaction:

1. In your recent experience with J.C. Norby & Associates, the quality of service was:

- Very Poor
- Somewhat Unsatisfactory
- About Average
- Very Satisfactory
- Superior

If you indicated that our service was unsatisfactory or poor, would you please describe why you felt this way?

2. The process for ordering an appraisal was:

- Very Poor
- Somewhat Unsatisfactory
- About Average
- Very Satisfactory
- Superior

If you indicated that the process for obtaining an appraisal was unsatisfactory or poor, would you please describe why you felt this way?

3. What did you like best about our services?

4. What do you feel we can do to improve our services?

5. Overall how would you rate your satisfaction of J.C. Norby & Associates?

- Very Poor
- Somewhat Unsatisfactory
- About Average
- Very Satisfactory
- Superior

6. Would you use J.C. Norby & Associates as your appraiser in the future?

- Yes
- No
- Undecided

General Information:

1. Where did you hear about J.C. Norby & Associates? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Newspaper Ad | <input type="checkbox"/> Yellow Pages |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Television |
| <input type="checkbox"/> Real Estate Agent/Agency | <input type="checkbox"/> Friend/Relative |
| <input type="checkbox"/> Web Site (please specify): _____ | |
| <input type="checkbox"/> Other (please specify): _____ | |

2. Would you recommend J.C. Norby & Associates to someone else?

- No
- Yes

3. Please provide the following information about yourself and the property appraised. Your information will be kept private and will not be sold or used in any manner other than the survey.

Your Name: _____

Address: _____

Phone Number: _____

Address of
Appraised
Property _____

J.C. Norby & Associates Thanks You For Your Participation