



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your nome. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey.

1. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY)

1.	Where have you Newspape Google Other			d about Friend Used us			Billbo			LY)		
						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied we with our most recent plumbing repair?								satisfied were yo			
	Extremely Dissatisfied	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent of	did this	repair s	ervice m	neet you	r expect	tations?)				
	Fell Far Below Your Expectations	1	2	3	4	<u></u> 5	□6	7	8	<u> </u>	10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?											
	Your Ideal	1	2	3	<u></u> 4	5	<u></u> 6	7	8	9	№10	Matches Your Ideal
5.	How likely or un	likely ar	e you to	use Wi	NY Plum	bing the	next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	1	<u>2</u>	□3	<u></u> 4	<u></u> 5	<u></u> 6	7	8	<u></u> 9	 10	Definitely Will Use Next Time
6.	How likely or unl	ikely ar	e you to	recom	mend W	NY Plum	bing Se	ervices t	to a frie	nd?		
	Definitely Will Not Recommend	_1	<u>2</u>	<u></u> 3	<u></u> 4	5	☐ ₆	7	<u>8</u>	9	<u>N</u> 10	Definitely Will Recommend
7.	Please rate the to	elephon Very Po	e repres	sentativ	e on the	followin	ng:				Excellent	
	Overall	□ 1	<u></u>	Пз	\prod_4	\square_5	П6	\square_7	∏ ₈	9	≥ 10	
	Courteous	1	2	3	4	□5	<u></u> 6		□8		10	
	Knowledgeable	1	_2	<u></u> 3	4	<u></u> 5	6	7	<u>8</u>	9	10	(OVER)

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1								
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called Three days after I called Three days after I called								
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Fri. Sat. No particular day								
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time								
12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ⋈ 10 Versuled reads □ 1 □ 2 □ 3 □ 4 □ 5 □ 6 □ 7 □ 8 □ 9 ⋈ 10								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order Yes No Not applicable								
15b. 16.	If a part had to be ordered, did we keep you informed about status? How satisfied or dissatisfied were you with the time needed to complete the repair?								
10.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
	Comments: Timoly reasonable, didnot try to get more time than Necessary , friendly, explained tharaughly Thank you! (+++ If you would like us to call you, please fill in your telephone number: ()								
	THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.								



(OVER)



www. Jyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Courteous

Knowledgeable

We would like to thank you for giving WNY Plumbing the opportunity to service the plumbing in your home. We are dedicated to providing quality service. In order to help us improve our quality of service to you, please take a minute to answer this important survey. Where have you seen or heard about WNY Plumbing? ("X" ALL THAT APPLY) 1. Newspaper Friend Billboard Google Used us Before Logo on Truck Other **OVERALL** Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you 2. with our most recent plumbing repair? Extremely **Extremely** 13 4 6 Dissatisfied Satisfied 3. To what extent did this repair service meet your expectations? **Fell Far Below** Far Exceeded **Your Expectations** 6 Your Expectations Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal? 4. **Very Far From Matches** Your Ideal 3]4 5 16 Your Ideal How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service? 5. **Definitely Will Not Definitely Will Use Next Time Use Next Time** 6. How likely or unlikely are you to recommend WNY Plumbing Services to a friend? **Definitely Will Not Definitely Will** Recommend Recommend 7. Please rate the <u>telephone representative</u> on the following: **Very Poor Excellent** Overall

	QUESTIONS ABOUT SCHEDULING								
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1	Excellent							
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12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the service technician on the following:								
	Professionalism								
		Did Not							
	Explanation of Repair	Explain L							
14a.									
	b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?								
16.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10	Extremely Satisfied							
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following:								
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	Comments:								
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1.	Where have you Newspape Google Other	er 🔲 F	d about WNY P riend Jsed us Befor		Billbo			_Y)		
				OVE	RALL					
2.	with our most re	rything from you ecent plumbing	ur initial call to repair?	the com	pletion	of the r	epair, ho	w satist	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	□3 □4	<u></u> 5	□6	7	8	<u> </u>	10	Extremely Satisfied
3.	To what extent of	did this repair se	ervice meet yo	ur expect	ations?					
	Fell Far Below Your Expectations	12	<u>3</u> 4		<u>6</u>	<u> </u>	8	<u></u> 9	10	Far Exceeded Your Expectations
4.	Imagine an ideal repair service. How well did WNY Plumbing compare with your ideal?									
	Your Ideal	12	□3 □4	□5	<u></u> 6	<u> </u>	8	9	10	Matches Your Ideal
5.	How likely or unlikely are you to use WNY Plumbing the next time you need plumbing service?									
	Definitely Will Not Use Next Time	□1 □2	☐3 ☐4	<u></u> 5	<u></u> 6	7	8	9	10	Definitely Will Use Next Time
6.	How likely or un	likely are you to	recommend V	VNY Plum	bing Se	ervices 1	o a frier	nd?		
	Definitely Will Not Recommend	1 2	□3 □4	<u></u> 5	<u></u> 6	<u> </u>	8	9	10	Definitely Will Recommend
7.	Please rate the t	elephone repres	sentative on th	e followir	ng:				Excellent	
	Overall	1 2	□3 □4	□5	□6	□7	∏ 8	П9	10	
	Courteous	□1 □2	3 4	5	6	7	8	9	10	
	Knowledgeable	<u> </u>	□3 □4	5	<u></u> 6	7	8	9	10	(OVER)

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12.	Were you contacted by phone to confirm the appointment? Yes No								
	QUESTIONS ABOUT THE REPAIR ITSELF								
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent								
	Professionalism								
	Knowledgeable								
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain								
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)								
14b.	4b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other								
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15b.									
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied								
	QUESTIONS ABOUT WNY PLUMBING CO.								
17.	Please rate Western New York Plumbing on the following: Very Poor Excellent								
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!								
_	Comments:								
	LOVE MILE.								
	If you would like us to call you, please fill in your telephone number: ()								



APR 7 7 2021

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1.	Where have you Newspape Google Other	er 🔲 F	d about WNY Friend Jsed us Bef		Billbo			.Y)		
				OVE	RALL					
2.	. Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?									atisfied were you
	Extremely Dissatisfied	_1 _2	3	4 🔲 5	□6	_7	<u> </u>	<u> </u>	X 10	Extremely Satisfied
3.	To what extent d	id this repair s	ervice meet y	our exped	tations?)				
	Fell Far Below Your Expectations	□1 □2	<u></u>	4 🔲 5	□6	7	8	X 9	<u> </u>	Far Exceeded Your Expectations
4.	Imagine an ideal	repair service.	How well d	d WNY Plu	ımbing (compare	with yo	our idea	l?	
	Very Far From Your Ideal	12	3	4	□6	7	8	9	X 10	Matches Your Ideal
5.	How likely or unl	ikely are you to	use WNY PI	umbing th	e next ti	me you	need pl	umbing	service?	
	Definitely Will Not Use Next Time	<u> </u>	<u></u>	4 🔲 5	□6	□ 7	<u> </u>	9	\ 10	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend	WNY Plur	nbing S	ervices t	to a friei	nd?		
	Definitely Will Not Recommend	_1 _2	<u>3</u>	4	☐ ₆	<u> </u>	8	9	X 10	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	<u>sentative</u> on	the follow	ng:				Excellent	
	Overall	$\square_1 \square_2$	\square_3 \square_4	4	Пе	\square_7	□ 8	X 9		
	Courteous		3	4	□6	□ <i>′</i>	□ 8	⊠ 9	☐10 ☐10	
	Knowledgeable	_1 _2	3 0	4 🔲 5	□6	<u> </u>	8	X 9	<u> </u>	(OVER)

	QUESTIONS ABOUT SCHEDULING									
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very Poor 1 2 3 4 5 6 7 8 9 10 Excellent									
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	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the <u>service technician</u> on the following: Very Poor Excellent									
	Professionalism 1 2 3 4 5 6 7 8 9 ☑10 Knowledgeable 1 2 3 4 5 6 7 8 9 ☑10									
14a.										
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15b.	If a part had to be ordered, did we keep you informed about status? Yes No Not applicable How satisfied or dissatisfied were you with the time needed to complete the repair?									
16.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied Extremely Satisfied									
	QUESTIONS ABOUT WNY PLUMBING CO.									
17.	Please rate Western New York Plumbing on the following:									
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!									
	Comments: VERY PLEASED WITH SERVICE. YOUR TECH (MIKE) IS AWESOME. PROFESSIONAL, INCLUDENCE. IN THE FITURE. If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									



APR 27 2021 Mike

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4425 Walden Avenue Lancaster, NY 14086

1.	Where have you Newspape Google Other		Friend	t WNY Pl		Billboa			Y)			
					OVE	RALL						
2.	with our most recent plumbing repair?								atisfied were you			
	Extremely Dissatisfied	1]2	3 4	<u></u> 5	□6	7	8	9	10	Extremely Satisfied	
3.	To what extent d	lid this repa	air service i	meet you	your expectations?							
	Fell Far Below Your Expectations	1	□ 2 □ 3	, LJ-	<u></u> 5	□6	7	8	9	F10	Far Exceeded Your Expectations	
4.	Imagine an ideal	magine an ideal repair service. How well did WNY Plumbing compare with your ideal?										
-	Your Ideal	1	2 3	4	<u></u> 5	6	7	8	<u>,</u> 9	<u> </u>	Matches Your Ideal	
5.	How likely or unl	ikely are yo	ou to use W	/NY Plum	bing the	next tir	me you	need plu	umbing	service?		
	Definitely Will Not Use Next Time	_1 _]2		<u></u> 5	<u></u> 6	<u> </u>	8	9	10	Definitely Will Use Next Time	
6.	How likely or unl	ikely are yo	ou to recom	nmend W	NY Plum	bing Se	ervices t	o a frier	nd?			
	Definitely Will Not Recommend	<u> </u>	2 🔲 3	<u></u> 4	<u></u> 5	<u>6</u>	<u> </u>	8	9	<u>10</u>	Definitely Will Recommend	
7.	Please rate the te	elephone re Very Poor	<u>epresentati</u>	ve on the	followir	ng:				Excellent		
	Overall	_1 _]2	4	<u></u> 5	□ 6	7	<u> </u>	<u> </u>	≥ 10 \<	2,	
	Courteous	_1 _]2	4	<u></u> 5	<u></u> 6	7	8	9	10		
	Knowledgeable	_1 _	2 3	<u></u> 4	<u></u> 5	□ 6	7	8	<u> </u>	10	(OVER)	

	QUESTIONS ABOUT SCHEDULING									
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12.	Were you contacted by phone to confirm the appointment? Yes No									
	QUESTIONS ABOUT THE REPAIR ITSELF									
13.	Please rate the service technician on the following:									
	Professionalism									
	Knowledgeable									
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain									
14a.	a. Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)									
14b.	b. If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other									
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15b.										
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	QUESTIONS ABOUT WNY PLUMBING CO.									
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	Comments: KILFE - AN EXCELLENT TECHNICIAN FLUESUFE TO HAVE IN THE HOUSE If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.									



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						OVE	RALL					
2.	Considering everything from your initial call to the completion of the repair, how satisfied or dissatisfied were you with our most recent plumbing repair?											
	Extremely Dissatisfied	1	_2	3	<u></u> 4	<u></u> 5	□ 6	7	<u> </u>	× 9	<u> </u>	Extremely Satisfied
3.	To what extent d	lid this i	repair se	ervice m	neet you	r expect	tations?)				
	Fell Far Below Your Expectations	1	2	3	<u></u> 4	<u></u> 5	□6	7	× 8	9	<u> </u>	Far Exceeded Your Expectations
4.	lmagine an ideal	repair	service.	How w	/ell did \	NNY Plu	mbing	compare	with yo	our idea	al?	
	Your Ideal	1	2	<u></u> 3	4	<u></u> 5	□6	7	8	<u> </u>	⊠ 10	Matches Your Ideal
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	Definitely Will Not Use Next Time	1	_2	<u></u> 3	<u></u> 4	<u></u> 5	<u></u> 6	<u> </u>	8	<u> </u>	≥ 10	Definitely Will Use Next Time
S.	How likely or unl	ikely ar	e you to	recomi	mend W	NY Plum	nbing S	ervices 1	to a frie	nd?		
	Definitely Will Not Recommend	1	<u>2</u>	<u></u> 3	<u></u> 4	<u></u> 5	☐ ₆	<u></u> 7	8	× 9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephon	e repres	sentativ	e on the	followi	Ju.					
	<u>.</u>	Very Po		Jointativ	<u>o</u> on the	101104411	ig.				Excellent	
	Overall	1	2	<u></u> 3	4	<u></u> 5	<u></u> 6	7	□8	× 9	□10	
	Courteous	1	<u>2</u>	<u></u> 3	4	5	П6	7	8	X 9	☐ ₁₀	
	Knowledgeable	1	2	3	4	<u></u> 5	<u>□</u> 6		□8	S 9	☐10 ☐10	(OVER)

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	Knowledgeable								
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10.	Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Satisfied								
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17.	Please rate Western New York Plumbing on the following:								
	Trustworthiness \[\begin{array}{c ccccccccccccccccccccccccccccccccccc								
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(OVER)



www.wnyplumbing.com

4425 Walden Avenue Lancaster, NY 14086

Knowledgeable

Ricky

aeai	would like to that cated to providing ver this important	g quality servic	ing WNY Plumb e. In order to h	ing the oppo elp us impro	ortunity to ve our qua	service t lity of se	the plui ervice to	mbing in yo o you, pleas	our home. We are se take a minute to
1.	Where have you Newspape Google Other	er 🔲 i	d about WNY P Friend Jsed us Befor	Bill	X" ALL TH board go on Trud		Y)		
				OVERA	L				
2.	Considering ever with our most re	rything from yo cent plumbing	our initial call to repair?	the complet	ion of the r	epair, ho	w satis	fied or diss	atisfied were you
	Extremely Dissatisfied	□1 □2	34	<u></u> 5	6 🔲 7	8	<u></u> 9	1 0	Extremely Satisfied
3.	To what extent d Fell Far Below Your Expectations	lid this repair s	ervice meet you	ır expectatio	ns?]6	8	<u></u> 9	<u></u> 10	Far Exceeded Your Expectations
4.	Imagine an ideal Very Far From Your Ideal	repair service	. How well did	WNY Plumbir	ng compare	with yo	ur idea	l?	Matches Your Ideal
5.	How likely or unl Definitely Will Not Use Next Time	ikely are you to	use WNY Plum	nbing the nex	rt time you d □7	need plu	ımbing	service?	Definitely Will Use Next Time
6.	How likely or unl	ikely are you to	recommend W	/NY Plumbing	Services	to a frien	ıd?		
	Definitely Will Not Recommend	□1 □2	<u>3</u> 4	<u></u> 5	6 🔲 7	8	9	<u> </u>	Definitely Will Recommend
7.	Please rate the te	elephone repre Very Poor	sentative on the	e following:				Excellent	
	Overall	□1 □2	☐3 ☐4	□5 □	6 🔲 7	8	<u> </u>	⊠ 10	
	Courteous	□1 □2	□3 □4	<u></u> 5	6 🔲 7	<u> </u>	<u></u> 9	1 0	

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	QUESTIONS ABOUT SCHEDULING
8.	Overall, how would you rate us on scheduling this repair service at your convenience? Very
9.	What day was your service scheduled for? ("X" ALL THAT APPLY) Same day I called Two days after I called The day after I called Three days after I called Three days after I called WEEL END BETWEEN
10.	Generally, on which one day of the week would you prefer service? Sun. Mon. Tues. Wed. Thurs. Sat. No particular day
11.	Generally, what time of day would you prefer service? Morning Afternoon Evening (after 5p.m.) No particular time
12.	Were you contacted by phone to confirm the appointment? Yes No
	QUESTIONS ABOUT THE REPAIR ITSELF
13.	Please rate the service technician on the following: Very Poor Excellent
	Professionalism
	Knowledgeable
	Explanation of Repair 1 2 3 4 5 6 7 8 9 10 Explain
14a.	Did we complete the repair on our first trip to your home? Yes (SKIP TO Q.16) No (CONTINUE)
14b.	If no, was it because? ("X" ALL THAT APPLY) a part had to be ordered the technician could not fix or determine the problem and needed assistance the product failed again shortly after the first visit the product needed to be replaced or the technician determined the product is unrepairable Other
15a.	If a part had to be ordered, how many days did it take to get the part and complete the repair? Same Day 1-3 days 4-6 days 7-8 days More than 8 days Part still on order
15b.	If a part had to be ordered, did we keep you informed about status?
16.	How satisfied or dissatisfied were you with the time needed to complete the repair? Extremely Dissatisfied 1 2 3 4 5 6 7 8 9 10 Extremely Satisfied
	QUESTIONS ABOUT WNY PLUMBING CO.
17.	Please rate Western New York Plumbing on the following:
	Trustworthiness 1 2 3 4 5 6 7 8 9 10 Standing Behind Their Work 1 2 3 4 5 6 7 8 9 10 Please check this box if you will also use an online rating service, Thank you!
	Comments:
	If you would like us to call you, please fill in your telephone number: () THANK YOU FOR YOUR HELP! Please return this questionnaire in the postage-paid envelope provided.