

Dear Roadside Assistance Customer:

You recently experienced a vehicle disablement that prompted you to use our Roadside Assistance services. While we regret any inconvenience this disablement may have caused you, we want to assure you of our total commitment to customer service. To accomplish this, we need your feedback.

Please take a few minutes to answer these questions. After completing the form; remove the top portion of the card, fold, seal and mail. Your comments are important to us and will help us to provide the best level of service possible.



Please be assured that we read each and every survey. Thank you for your time.

Customer Care Department

TravelLine Towing and Roadside Assistance

Roadside Assistance Phone Call:

1. Please rate the phone representative on the following:

a. Answered the phone in a timely manner (Please Check One)

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

b. Courtesy and Customer Service

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

c. Knowledge/Ability to assist you

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

2. How would you rate the overall service you received from the phone representative?

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

Roadside Assistance Service Provider: (road service company, tow facility, locksmith, etc.)

1. How long did it take the service provider to arrive to assist you?

- a Under 30 min b 31-45 c 46-60 d 61-90
 e Over 90 f Failed to Arrive g Left before help arrived

2. Did this timeframe meet your expectations?

- Yes No

CHANGE OF ADDRESS

Name: Robert M. Branguynne
 Address: 24 Derton Lane
Litchfield, NH 03052

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3. Please rate the service provider on the following:

a. Courtesy and Customer Service (Please Check One)

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

b. Knowledge/Ability to assist you

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

c. Professional appearance of Service Vehicle Driver

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

4. How would you rate the overall quality of the service provider who assisted you?

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

Please rate your overall satisfaction with the Roadside program

EXCELLENT	GOOD	FAIR	POOR
4	3	2	1

Based on your roadside experience, how likely are you to renew your insurance policy?

- a Very Likely b Likely c Unlikely

Please provide any comments or suggestions you might have.

In order to save time, contact Iron Horse Transport - FIRST! Great customer service!

Phone: ()

Email Address (optional):

SRV-FORF

FOLD AND SEAL

10-25-03

Thom,

thought you'd like a copy. Looks like my Indian is a collectors item now.

*Thanks again,
Marty*