



Electronic Business Center Customer Satisfaction Survey

Customer Experience

Thinking about your overall experience with the EBC, please rate the following aspects of their service delivery, where 5 = Very Satisfied and 1 = Very Dissatisfied:

- | | 5 | 4 | 3 | 2 | 1 |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| a. Professionalism, i.e. communications skills | <input type="radio"/> |
| b. Knowledge about the issue(s) encountered | <input type="radio"/> |
| c. Responsiveness | <input type="radio"/> |
| d. Courtesy with which you were treated | <input type="radio"/> |

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