

To: <Insert Client Email>

From: <Insert Bryan Erwin Email>

Subject Line: <Insert Project Name> Customer Survey Request

Dear <Insert Client Name>,

In the last quarter of 2011, you used Advocacy Center Services for your work with <Insert Project Name> in <Insert Country>. We are launching a new survey to capture your feedback and better serve our Advocacy Center clients. For this survey's initial six month roll out, the Advocacy Center will gather responses from active clients on a quarterly basis and then move to a semi-annual customer survey schedule. Obtaining customer satisfaction feedback from Advocacy Center Clients such as you is vital to understanding where improvements can be made and what services are working well.

The survey will be sent to this email address by the end of January and consists of just 4 questions that should take 5 minutes or less to complete.

If you have any questions or concerns, please contact Mack Tadeu, Advocacy Center Deputy Director at 202-482-7428 or Americo.tadeu@trade.gov .

Thank you,
Bryan Erwin
Director, Advocacy Center
International Trade Administration
U.S. Department of Commerce
Bryan.erwin@trade.gov