

I do not use any statistical method on the comments collected from these surveys.

I have two Open Season Surveys which are identical, our Open Season Website and our Open Season Employee Express (IVR).

Comments collected from these surveys are used to improve, update and make these sites more user friendly.

Based on comments from these sites, we have added IP servers such as Firefox to accommodate our retiree's who do not have Internet Explorer. Many of our customers, who are senior citizens, suggested that we increase our font size because of eye problems. We review our customer comments every year to see where we can make improvements to make our systems more user friendly so that we can better cater to our customers.