



CUSTOMER SERVICE SURVEY

“Within two weeks after your delivery, a Customer Service Survey will be mailed to your new home.”

The Survey is conducted by an independent organization in order to provide Andrews and other United Van Lines Agents with information critical in monitoring our service standards. “At United Van Lines we appreciate your Business...and realize we have to earn it by giving you the very best service possible.”

“How well did we serve you on your recent move?”

Several people play an integral role in your move process. In order to identify any outstanding

performances, as well as shortcomings, the survey will ask you questions regarding all of the individuals who played a role in serving your move. Keep the following in mind during your interactions with our personnel:

- Protection of Residence
- Moving Information
- Overall Move Experience
- Appearance
- Attitude
- Timeliness
- Promptness

“Thank you for giving us the opportunity to serve you. Please accept our best wishes as you settle into your new home.”



“HOW DID WE DO?”

Dear Valued Customer:

At United Van Lines we appreciate your Business... and realize we have to earn it by giving you the very best service possible.

How well did we serve you on your recent move? Please take a few minutes to complete this CUSTOMER SERVICE SURVEY and return it in the postage-paid envelope within the next two weeks. Your comments will help us gauge just how well we performed the various steps in the move process and will enable us to make our service even better for your next relocation.

If you have any questions about this SURVEY, please call United's Customer Service Center (1-800-948-4885) Monday through Friday between 8 a.m. and 5 p.m. Central Time.

Thank you for giving us the opportunity to serve you. Please accept our best wishes as you settle into your new home.

Sincerely,

*Patrick J. Larch, Jr.
President*



Customer Service Survey