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| Dear Valued Client,In order to evaluate our performance and to further improve our services, we would appreciate if you could spend a few minutes of your time to answer the below questions and give us your valuable input. Thank you. |
| PART-I |
| 1. **Which of TRANSFARO services do you use?**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Customs Clearance |  |  | Sea Freight (Imports/Exports) |  |  |  |  |  |  |
|  | Transport |  |  | Air Freight (Imports/Exports) |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | Warehouse & Distribution |  |  | Road Freight (Imports/Exports) |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **2a) Do you use other companies for the same services?** |  |  |  |  |  |  |  |  |
|  |  | Yes |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | No |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| **2b) How do you rate TRANSFARO in comparison with** |  |  |  |  |  |  |  |  |
|  | **other companies?** |  | Far better |  | Better |  | Same |  |  | Below |  |
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1-TRANSFARO provide services in a safe, secure, and timely manner. | Very good | good | poor | Very poor |
| 2-I have established a good working relationship with my key TRANSFARO contacts. |  |  |  |  |
| 3-I recommend TRANSFARO services to my friends and colleagues. |  |  |  |  |
| 4-When TRANSFARO makes an error, they are quick to acknowledge it and take responsibility torectify the problem. |  |  |  |  |
| 5-All communication to and from TRANSFARO is satisfactory (e-mail, telephone, fax, etc.). |  |  |  |  |
| 6-TRANSFARO provides invoices in a timely manner with relevant supporting documents. |  |  |  |  |
| 7-TRANSFARO services consistently live up to my expectations. |  |  |  |  |
| 8-I know I am welcome to call the most senior person at TRANSFARO if I have a problem. |  |  |  |  |
|  9-TRANSFARO staff is all competent in their fields. |  |  |  |  |
|  10-TRANSFARO provides me with adequate information (market rates, new rules, and regulations, etc.). |  |  |  |  |