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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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| 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 to  rectify 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.). |  |  | |  |  | |