



Customer Survey

Agent: Unity Moving and Storage

CUSTOMER SURVEYS

REG #: R182089

B/L #: 237221

Name: NANCY GOLDSMITH
Address: BAY AVE.
City: **State:** RI
Zip: 2852 **Phone:** (xxx) 274-1024

Please rate the quality of moving services by selecting the number best describing your opinion:

5 - Excellent 4 - Very Good 3 - Average 2 - Below Average 1 - Unsatisfactory NA - Not Applicable

Pre-Move (Sales) – Unity Moving and Storage, Inc.

- 1.) My salesperson gave me complete and accurate information regarding the move. 5
- 2.) The protection coverage (valuation) and options were explained. 5
- 3.) My salesperson was accessible throughout the move. 5
- 4.) I was made aware of the span of dates in which my shipment would load and deliver. 5
- 5.) I received copies of "Your Rights & Responsibilities" and the Dispute Settlement Program. YES
- 6.) Overall evaluation of Pre-move (Sales): 5

Pre-Move (Packing) – No Packing Ordered

- 7.) The packers arrived at the pre-arranged time. NA
- 8.) The packers were professional and well-prepared. NA
- 9.) The cartons packed by National Van Lines arrived in good condition. NA
- 10.) Overall evaluation of Pre-move (Packing): NA

Loading / Driver – Unity Moving and Storage, Inc. - BRIAN PERRY

- 11.) The driver contacted me the day prior to loading my shipment. 5
- 12.) The driver arrived at the pre-arranged time. 5
- 13.) The driver was in uniform and his appearance was satisfactory. 5
- 14.) The driver was professional and courteous. 5
- 15.) The driver had sufficient help to load my shipment. 5
- 16.) The helpers were professional and courteous. 5
- 17.) The driver's equipment was clean and appearance was satisfactory. 5
- 18.) Overall evaluation of Loading / Driver: 5

Delivery – Unity Moving and Storage, Inc. - BRIAN PERRY

- 19.) The driver contacted me at least a day prior to the delivery date. 5
- 20.) The driver arrived at my residence at the pre-arranged time. 5
- 21.) My shipment delivered within the delivery span agreed upon with my salesperson. 5
- 22.) The driver was in uniform and his appearance was satisfactory. 5
- 23.) The driver was professional and courteous. 5
- 24.) The driver had sufficient help to unload the shipment. 5
- 25.) The helpers were professional and courteous. 5
- 26.) The crew assembled furniture that had been disassembled at origin. 5
- 27.) Packing material and cartons unpacked by the driver were removed from my residence. 5
- 28.) I was satisfied with the condition of my belongings upon delivery. 5
- 29.) Overall evaluation of Unloading: 5

Corporate

- 30.) I was provided with an 800# to Customer Service and Claims at the Corporate Office. YES
- 31.) The Customer Service Department was available and responsive to my needs. NA
- 32.) The Claims Department was available and responsive to my needs. NA
- 33.) I would recommend (or use) National Van Lines' services again. YES

Comments: #23. Excellent! #29. VERY Everything was done in a very professional yet friendly manner! I highly recommend Unity Moving & Storage. Dave, Brian & Chris are all wonderful! (signed) Nancy Goldsmith