



## BCG CUSTOMER SATISFACTION SURVEY

Thank for being a valued customer. Please help us improve our services to you by completing this short survey. The entire survey will take approximately 2 minutes to complete. Upon receipt of all surveys BCG will be drawing a winning name for a grand prize of a 42" flat screen television. Prize to be awarded February 1, 2011 and delivered to your door. Stay tuned for the announcement on February 1, 2011 (winner detail also available at [www.bcglogistics.com](http://www.bcglogistics.com))

**YOUR NAME:**

**COMPANY NAME:**

<p>1. What method do you use to contact customer service?</p> <p>Telephone</p> <p>Email</p> <p>Fax</p>	<p>2. How many times did you have to contact customer service before the problem was corrected?</p> <p>Once</p> <p>Twice</p> <p>Three times</p> <p>More than three times</p>
<p>3. How long did it take to get the problem resolved?</p> <p>Immediate Resolution</p> <p>Less than 24 hours</p> <p>Between 2-3 days</p> <p>More than 4 days</p> <p>The problem is still not resolved</p> <p>a. Do you receive a proactive phone call in the event of a problem/delay?</p> <p>b. Are we leaving your parts at the agreed upon location/time</p>	<p>4. Please rate you level of satisfaction from 5 through 1 with the customer service team in the following areas:</p> <p>Responsiveness</p> <p>Professionalism</p> <p>Knowledge of my product and needs</p> <p>5 - Very Satisfied</p> <p>4 - Some what Satisfied</p> <p>3 - Neutral</p> <p>2 - Some what dissatisfied</p> <p>1 - Very Dissatisfied</p>
<p>5. The process of getting your inquiry resolved was</p> <p>Very Poor</p> <p>Somewhat unsatisfactory</p> <p>About Average</p> <p>Very Satisfactory</p> <p>Superior</p>	<p>6. Please indicate the satisfaction level you have with your current delivering carrier.</p> <p>Very Poor</p> <p>Somewhat Satisfactory</p> <p>About average</p> <p>Very Satisfactory</p> <p>Superior</p> <p>Delivering Carrier Name _____</p>
<p>7. BCG Logistics is responsible for managing the following CNH Freight. If you have contacted BCG Customer Service Team for any of the below items please indicate.</p> <p>Track and Trace for Canadian Origin and Destination parts orders</p> <p>Execution of return items to CNH dealers</p> <p>Canadian Depot origin shipping error corrections</p> <p>Ship Direct Canadian Dealers</p> <p>Other (please specify) _____</p>	<p>8. If you have any additional comments about how we can improve your satisfaction with our services please provide them here:</p>

Thank you for your opinion. We sincerely appreciate you honest feedback and will utilize input when accessing future services needs. Good luck to all participants, sincerely The BCG Logistics Team.

**Please fill in the above survey and email a saved copy to:**  
[survey.cnh@bcglogistics.com](mailto:survey.cnh@bcglogistics.com)