



HARLING'S JEWELLERS

Tel : 604.687.1944 Fax: 604.682.6041
#256-409 Granville Street, Vancouver, BC V6C 1T2

Date : May 15, 2009

Contact : Peter SMITH
email : Peter@harlings.com
Web : www.harlings.com

Survey - 42778

Adjuster : Sean SHEPPARD
Company : Canadian Direct Insurance

Claim / Policy # : 249015-01
Insured : Catherine Ann

Fax : (604) 699-3856
Phone : (604) 699-3708
Cel :

Phone (Hm) : ()
Phone (Wk) :
Phone (Cel) :

I found the level of service provided by Harling's Jewellers to be

Details

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

I found Harling's Jewellers customer service representatives' knowledge of the jewellery they assisted me with to be

Details

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

The quality of products provided by Harling's Jewellers were

Details

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

Would you recommend us to a friend ?

Yes No

Do you feel that you have been better served by being referred to Harling's Jewellers ?

Yes No

Yes No

If no, would you please explain

What can we do to improve our service ?

- 3rd visit we were told about 1 free underground pkg spot, don't know if it wasn't avail 1st two visits but if it was it would have been handy

Thank you for taking the time to complete this questionnaire - it will help us to serve our customers better !

I didn't know about Sry location until rec'g this. Sry would have been much easier location for us.

Catherine Ann
x _____
Customer Signature

HARLING'S VANCOUVER
#256 - 409 Granville Street
Vancouver, BC V6C 1T2
Tel 604 687 1944 Fax 604 682 6041
TOLL FREE 1 866 687 1955

HARLING'S SURREY
#420 - 15225 104 Avenue
Surrey, BC V3R 6Y8
Tel 604 588 1988 Fax 604 588 6041
TOLL FREE 1 866 588 1989

HARLING'S VICTORIA
#201 - 1005 Broad Street
Victoria, BC V8W 2A1
Tel 250 361 1919 Fax 250 361 1916
TOLL FREE 1 888 361 1919