



H A R L I N G ' S

J E W E L L E R S

Date : February 3, 2009

Tel : 250-361-1919 Fax: 250-361-1916
201 - 1005 Broad Street, Victoria, BC V8W 2A1

Contact : Cheryl Roberson
email : Cheryl@harlings.com
Web : www.harlings.com

Survey - 43739

Adjuster : David Guyader
Company : Cunningham Lindsey Canada Limited

Claim / Policy # : P2300352

Insured : Randy & Sandy

Fax : (250) 474-1248
Phone : (250) 474-1213
Cel :

Phone (Hm) : (250) 474-1213
Phone (Wk) :
Phone (Cel) :

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

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

Details Cheryl was outstanding re: service & satisfaction

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

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

Details same as above

The quality of products provided by Harling's Jewellers were

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

Details _____

Would you recommend us to a friend ?

- Yes No
- Yes No
- Yes No

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

If no, would you please explain _____

What can we do to improve our service ? _____

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

X [Signature]
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
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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