



HARLING'S JEWELLERS

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

Date : April 30, 2009

Contact : Dino IARRERA
email : Dino@harlings.com
Web : www.harlings.com

Survey - 45227

Adjuster : Carol JOHNMAN
Company : ING Insurance Company of Canada

Claim / Policy # : 24784767
Insured : Brenda

Fax : (877) 464-9378
Phone : (800) 663-7209
Cel :

Phone (Hm) : (604) 687-1944
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 ?

Harlings was excellent, took good care of me, very friendly service, especially Karen.

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

X: Brenda
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