



# HARLING'S

JEWELLERS

Date : May 22, 2009

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

Contact : Dino IARRERA  
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## Survey - 45393

Adjuster : Jessica YUEN  
 Company : Aviva Canada Inc.

Claim / Policy # :  
 Insured : Maree

Fax : (604) 688-2656  
 Phone : (604) 643-7240  
 Cel :

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

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

Details

*Maree was professional, knowledgeable & very helpful.*

- 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

*Good selection of all kinds of jewellery of high quality*

- 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 ?

*I found your service all I expected. I was never left unattended & everyone is happy & friendly. I can't suggest any improvement*

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

X *Maree*  
 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  
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