



HARLING'S

JEWELLERS

Date : June 12, 2009

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

Contact : Paolo DILIGENTI
 email : Paolo@harlings.com
 Web : www.harlings.com

Survey - 45722

Adjuster : Tyler DUCHEMINSKY
 Company : Wawanesa Mutual Insurance Company

Claim / Policy # : 111170
 Insured : Annette

Fax : (604) 7395411
 Phone : (604) 7395440
 Cel :

Phone (Hm) : (
 Phone (Wk) : (
 Phone (Cel) : (6

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

Details Paolo was very responsive, providing updates quickly and responding when he said he would.

- 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 Their quality & workmanship are second to none. To this day I still love the ring I chose & get many compliments on the design.

- Excellent
- Good
- Satisfactory
- Less than Satisfactory

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 !

Annette
 Customer Signature

HARLING'S VANCOUVER
 #256 - 409 Granville Street
 Vancouver, BC V6C 1T2
 Tel 604 687 1944 Fax 604 682 6041
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HARLING'S SURREY
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HARLING'S VICTORIA
 #201 - 1005 Broad Street
 Victoria, BC V8W 2A1
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