

Date _____

Dealer _____



Your relationship with Permaplate is very important to us. We want to strengthen that relationship by ensuring that you receive the highest quality service from our (Aftermarket Insurance Marketing Inc A.I.M.) team. A.I.M. is an independent contractor of Sisken Enterprises and A.I.M. is solely responsible for conducting

this survey about the service that its customers receive.

Please complete the enclosed questionnaire and return it in the enclosed postage-paid envelope. Your opinions are very important to us. Thank you very much for your time and help

Sincerely,

Martin Wildgoose
(AIM) Chief Executive Officer

Please rate the AIM representative who scheduled your Permaplate installation appointment on their overall performance, where one indicates you are very unhappy and ten indicates you are very happy.

Verv Poor 1 2 3 4 5 6 7 8 9 10 **Excellent**

Was the AIM representative who first contacted you for your Permaplate installation...

Easy to deal with **Yes** **No**

Able to schedule the appoint at your convenience **Yes** **No**

Installation Process

Overall performance of the installer:

Verv Poor 1 2 3 4 5 6 7 8 9 10 **Excellent**

Quality of work

Verv Poor 1 2 3 4 5 6 7 8 9 10 **Excellent**

Answered question about the process and product?

Verv Poor 1 2 3 4 5 6 7 8 9 10 **Excellent**

Answered any questions you had about what the warranty covers?

Verv Poor 1 2 3 4 5 6 7 8 9 10 **Excellent**

Arrive in the scheduled time frame **Yes** **No**

How likely or unlikely are you to use PermaPlate the next time your purchase a new car?

Not Likely 1 2 3 4 5 6 7 8 9 10 **Definitely**

How likely or unlikely are you to recommend PermaPlate to a friend?

Not Likely 1 2 3 4 5 6 7 8 9 10 **Definitely**

Installer _____