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| protech logo in paint 2 | PROTECH SECURITY SYSTEMS  98 Savannah Gardner Road  New Castle, PA 16101  Toll Free: 800-490-5991 | How can we improve our service? |

Please take a moment to help us improve your experiences with PROTECH SECURITY SYSTEMS. When you’re done, please take the time to return this survey so we can better serve you. Thank You!

## Survey

|  |  |
| --- | --- |
| 1) How often have you needed service done?   * Less than 1 time a year * 1-2 times a year * More than 2 times a year * Never | 5) If you have had service done how would you rate the service we performed?   * Friendly and Helpful * Generally Good * Varies on each Visit * Poor Service |
| 2) How satisfied are you with the product our company provides?   * Very Satisfied * Moderately Satisfied * Unsatisfied * Very Disappointed | 6) How satisfied are you with all aspects of our company?   * Very Satisfied * Moderately Satisfied * Unsatisfied * Very Disappointed |
| 3) Are there any changes you would like to see us make to better serve our customers?   * Yes * No   If “yes” please explain further in the additional comments section of this survey. | 7) How likely are you to refer our company to a friend?   * Highly Likely * Somewhat Likely * Not Very Likely * Never |
| 4) Are there any other services you would like our company to offer in the future?   * Yes * No   If “yes” please explain further in the additional comments section of this survey. | 8) Do you have any complaints with our company since you have become a customer?  Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

## Please take the time to inform us of any additional changes you as a customer would like to see our company make to better serve you. Thank You!

## Additional Comments

## About You (optional)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name |  | | E-mail |  |
| Address |  | | Phone |  |
| City, State, ZIP Code | |  | | |
|  | |  | | |
| **Thank you for your participation!** | | | | |