

Customer Satisfaction Survey

Are you satisfied with our service?

At the Transport Friendly Society (TFS) we have been helping people like you for over a century. Although we have been around a long time we are always striving to improve the level of service we provide. To help us do that we would welcome your views and shall be grateful if you will answer the following questions and return your completed form to us.

Question one

How would you rate the speed with which your claim was processed?

Excellent Good Satisfactory Unsatisfactory Poor

Question two

If you had to call TFS about your claim, how would you rate the way in which your call was dealt with?

Excellent Good Satisfactory Unsatisfactory Poor

Question three

How would you rate the overall level of service provided by TFS?

Excellent Good Satisfactory Unsatisfactory Poor

Any other comments you would like to record?

Name:

Membership No.

Did you know that TFS now offers three different plans?

Please tick below if you would like more information on:

Sickness Benefit Plan Tax-Free Savings Plan Health Cash Plan

Thank you for taking the time and trouble to complete this questionnaire.

Ali Ramezankhani
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