

# SURVEY

## PERSONAL INFORMATION:

NAME:

DATE OF BIRTH:

CIVIL STATUS

DAY / MONTH / YEAR

GENDER: ☐ Male ☐ Female ☐ Not Listed ☐ Prefer Not to Answer

Unit No. St. No.

Street

Town/City/Suburb

State

Zip Code

Country

ADDRESS: \_\_\_\_\_

## INSTRUCTIONS:

Please answer these questions and select the answer that you believe is right.

### QUESTIONS:

### RATING SCALE:

Never Rarely Sometimes Often Always

How satisfied are you with the FleetRewards system overall?

☐ ☐ ☐ ☐ ☐

How likely are you to recommend FleetRewards to other fleet operators?

☐ ☐ ☐ ☐ ☐

How easy was it to navigate the portal?

☐ ☐ ☐ ☐ ☐

How clear were the instructions for redeeming points on this portal?

☐ ☐ ☐ ☐ ☐

How satisfied were you with the rewards offered?

☐ ☐ ☐ ☐ ☐

How would you rate the quality of customer service?

☐ ☐ ☐ ☐ ☐

How satisfied are you with the process of redeeming rewards?

☐ ☐ ☐ ☐ ☐

How satisfied are you with the response time of the customer response team?

☐ ☐ ☐ ☐ ☐

Do you feel like you are informed about the latest rewards offered?

☐ ☐ ☐ ☐ ☐

Do you ever feel like there's room for improvement with this program?

☐ ☐ ☐ ☐ ☐