



## CLIENT FEEDBACK: Mr Kim Wilson

Your feedback is valuable to eScribe to ensure it can continue to identify and improve all aspects of our service to you and new clients and is very much appreciated.

### 1. Before

What made you choose eScribe's services above someone else's?

- |  |                                     |   |                                     |
|--|-------------------------------------|---|-------------------------------------|
| <input checked="" type="checkbox"/> Referral       | <input checked="" type="checkbox"/> | <input type="checkbox"/> Availability (out of hours & weekends) | <input type="checkbox"/>            |
| <input type="checkbox"/> Price                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> Trial of new service        | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Fast turnaround           | <input type="checkbox"/>            |   |                                     |
| <input type="checkbox"/> If other, please specify: |                                     |   |                                     |

### 2. During

Having already engaged our services, how would you rate the following?

1 being the lowest to 5 being excellent	1	2	3	4	5
<input type="checkbox"/> Quality and Presentation of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Turnaround	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Knowledge and expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Quality of customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Flexibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Value added to your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Emails and phone calls returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Price	Low <input type="checkbox"/>	Fair <input checked="" type="checkbox"/>	Competitive <input type="checkbox"/>	High <input type="checkbox"/>	<input type="checkbox"/>

### 3. Now

a. What do you think makes eScribe's services unique?

The commitment and delivery of service

b. If you have used a similar service, how do we compare?

Very favourably

c. Do you have any special transcription needs that we do not currently offer?

NO

d. Overall, how would you rate your service?

1 being the lowest to 5 being excellent

1  2  3  4  5

e. Will you recommend eScribe's services to others?

Yes  No

f. How do you think we can improve our service?

g. If a colleague asked you about eScribe, in a nutshell, what would you say?

THE BEST

h. Would you allow us to use these comments as a testimonial?

Yes  No