



12330

American Express Travel Related Services Company, Inc.

Please fill in the bubbles as shown, using Blue or Black ink: or

1. Overall, how would you rate the quality of service you received? Please check one box.

- Excellent
- Very Good
- Good
- Fair
- Poor

2. What was your understanding as to why American Express was contacting you about your account?

- Update Financial Information
- Returned check
- Verify change activity
- Stopped at the Point of Sale
- Past due account
- Other _____

3. If you were contacted by mail, how would you rate its content?

	Excellent	Very Good	Good	Fair	Poor	Did not Apply
▪ Made me feel like a valued customer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Was reasonable in tone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Gave a clear explanation of the situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate the service you received during your phone conversation with our representative.

	Excellent	Very Good	Good	Fair	Poor	Did not Apply
▪ Treated me like a valued customer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Listened to what I had to say	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Representative was courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Provided accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Communicated to me clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Provided a satisfactory explanation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. During this recent experience with American Express, which of the following occurred?

	<u>Yes</u>	<u>No</u>	<u>N/A</u>
▪ American Express took too long to answer the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Transferred to another American Express representative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ Told to call another American Express telephone number	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ On hold too long	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
▪ American Express policy prevented the representative from doing what I asked	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How many times did you contact American Express before your situation was resolved/handled? (If you contacted American Express once, skip to question 8)

- One time
- 2 times
- 3 times
- 4 or more times
- Don't remember
- Still unresolved

7. If you have contacted American Express more than once regarding the same inquiry, please indicate the reason for the multiple contact and whether Yes, it happened or No, it did not happen.

	<u>Yes</u>	<u>No</u>
▪ Wanted to check on the status of my Card/Account	<input type="radio"/>	<input type="radio"/>
▪ Previous representative did not fully answer my questions/resolve problem	<input type="radio"/>	<input type="radio"/>
▪ Action taken by American Express was incorrect	<input type="radio"/>	<input type="radio"/>
▪ Was told to contact another person	<input type="radio"/>	<input type="radio"/>
▪ Needed to provide American Express with additional information	<input type="radio"/>	<input type="radio"/>

8. What suggestions would you offer American Express to improve your level of satisfaction with our service?

