

Customer Satisfaction Survey

Dear Valued HMS Customer,

We, at HMS team, are constantly looking for ways to improve our service. We appreciate if you could spend a few minutes to complete this survey. Your feedback is highly appreciated.

Kindly complete the HMS Survey Form and email it to: holdmail@singpost.com

Thank you.

1. CUSTOMER DETAILS (WRITE IN CAPITAL LETTERS)

| | | | | |
|--------------|--------------------------|---------------------|---------------|-----------------|
| Full name | <i>(as per passport)</i> | | | |
| Passport no. | | HMS Suite number | | |
| Email | | Primary contact no. | <i>(code)</i> | <i>(number)</i> |

| # | CUSTOMER SERVICE | Yes | No | N/A |
|---|---|--------------------------|--------------------------|--------------------------|
| 1. | Did our Customer Service Officer pick up your call promptly? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Was our Customer Service Officer helpful and courteous? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | Was our Customer Service Officer knowledgeable in answering your inquiries? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. | Was our Mail Delivery Booking Process clear and easy? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| DELIVERY OF YOUR MAIL | | | | |
| 1. | Was our courier punctual for your appointment? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Was our courier helpful and courteous? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | Was the behaviour and attire of the courier professional? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. | Do you think we should expand our area of delivery beyond the CBD area? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| CUSTOMER SUPPORT | | | | |
| 1. | Are you satisfied with our service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Is our HMS website useful? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. | Were your complain(s) (if any) addressed effectively? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| COMPARISON AND EVALUATION | | | | |
| 1. | Is our service meeting your overall expectation? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. | Would you recommend HMS to your friends? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| GENERAL COMMENTS/AREAS FOR IMPROVEMENT | | | | |
| | | | | |

Date: