



Consumer Credit Nationwide

Helping you take control of your debt.
www.TooMuchDebt.com
www.800DebtHelp.com

3509 Spring Street, Suite 4
Davenport, Iowa 52807
Phone: 563-359-8830
Toll Free: 800-838-8830
800-Debt Help (332-8435)
Fax: 563-359-8863

Using the scale below, please rate the following statements pertaining to the service you received from our Agency.

Strongly Disagree 1	Disagree 2	Agree 3	Strongly Agree 4	Score
Customer Service				
Services were explained in a clear manner				4
Staff made me feel at ease about my situation				4
The form (greensheet) was easy to understand				4
Appointment times were convenient for my schedule				4
Voicemail messages were returned in a timely manner				N/A

Counseling				Score
My Counselor was interested in my situation				4
My Counselor was knowledgeable about finances, in general				4
My Counselor gave budget tips				4
My counselor suggested options in relation to my financial situation.				4
My Counselor clearly explained how a Debt Management Plan works				4
Internet (If Applicable) 0/0				Score
Services were explained in a clear manner				4
The design of the website was clean and easy to navigate				4
The internet form was easy to use				4
I found the information on the website to be helpful				4
Email messages/questions were returned timely				N/A
Overall				Score
I was pleased with my experience with your company				4
I would refer others to your company				4

Comments (continue on back if needed) Kelly was very helpful. She made us feel better about our situation. I'm so thankful for all of her help. I feel like things Credit Counselor: Kelly Hunt are not so out of control.

(Optional)

Name _____ City/State Rock Island, IL

Please use the enclosed return envelope to return completed survey

Thank you to your agency for all that you do. 😊

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