



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				3
Appointment times were convenient for my schedule				4
Voicemail messages were returned in a timely manner				N/A

	Score
Counseling	
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)	
Services were explained in a clear manner	N/A
The design of the website was clean and easy to navigate	
The internet form was easy to use	
I found the information on the website to be helpful	
Email messages/questions were returned timely	
Overall	
I was pleased with my experience with your company	4
I would refer others to your company	4

Comments (continue on back if needed) *Trish was great, very professional but friendly at the same time. Never once did she make us feel bad or crazy for getting ourselves into the mess we are in. She genuinely seemed interested in helping us out of the mess.*

Credit Counselor: *Tarisha Edwards*

(Optional)
Name _____

City/State _____

Please use the enclosed return envelope to return completed survey

I know your scores only go to a 4 but so far Trish has been a 5 in all of our dealings with her