

## SERVICE & INFORMATION RECEIVED QUESTIONNAIRE

At Access Migration we really do value feedback from all our clients on the service and information they received from us throughout the whole process of immigration.

Indications from past clients show we are the best in the industry based on price charged for level of service and information received. However, we never want to become complacent and let things slip. We have a stringent in house processing system we strictly adhere to. If you could be so kind as to spare a minute or two, we would really value your feedback on the level of service you received and the information and support we were able to provide you throughout the whole process.

The majority of our business you may be interested to know comes through referral from past clients and others that hear of our company's reputation throughout the immigration industry. This is something we are very proud of. The greatest compliment we can ever receive is the referral of a family member or friend from a past client to our company.

**Please would you rate us on the following using 1 as Poor and 5 as Excellent don't change a thing (Please Circle).**

	Poor	Average	Acceptable	Very Good	Excellent
Response time to your queries	1	2	3	4	5
Standard of Advice provided	1	2	3	4	5
Availability of AMS Staff	1	2	3	4	5
Compilation time of your Application made to AHC/DIMIA	1	2	3	4	5
Evening Service Provided	1	2	3	4	5
Our Response Time of DIMIA notifications to you	1	2	3	4	5
Level of Information Provided	1	2	3	4	5
Service Provided for Fee Paid	1	2	3	4	5
Quality of E-Newsletters Sent	1	2	3	4	5

Please provide us a few lines in your own words of what you think about the overall service you received, whether and why, you would recommend us to others: (Please feel free to complete in letter format on another sheet if you prefer. It helps others to know that you were once like them at the beginning of the process and here you are now with a visa in your hand.

I FOUND ACCESS MIGRATION VERY FRIENDLY AND ENTHUSIASTIC ALWAYS WILLING TO HELP - NOTHING TOO MUCH TROUBLE. KERRY + MICHAEL HAVE BECOME LIKE FRIENDS THROUGHOUT THE WHOLE PROCESS. BEING VERY HONEST TOO.

IF IT WASN'T FOR THEIR PERSISTANCE AND HELPFUL ADVICE. I WOULD NOT HAVE MY VISA RIGHT NOW

Name: CARON ELLIKER.