

### Have we met your expectations?

At the Transport Friendly Society (TFS) we have been helping people like you for over a century. Although we have been around a long time we are always striving to improve the level of service we provide. To help us do that we would welcome your views and I shall be grateful if you will answer the following questions and return your completed form in the reply paid envelope enclosed.

**Question 1**

Was the Plan you took out what you expected?

Yes  No

**Question 2**

Could you understand the paperwork you were given?

Yes  No

**Question 3**

Have you experienced any problems when dealing with TFS?

Yes  No

If you have answered "No" to questions 1 or 2, have experienced any problems when dealing with TFS or would like to make any other comments about TFS please use the spaced below

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Name \_\_\_\_\_

Membership number \_\_\_\_\_

*Did you know that TFS also offers savings plans for adults and children — please tick here if you would like more information*

Thank you for taking the time and trouble to complete this questionnaire.



Chief Executive, Transport Friendly Society

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