



Transport Friendly Society (TFS) - Customer Satisfaction Survey

At the Transport Friendly Society 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 to:

Transport Friendly Society Limited, FREEPOST LON 224, 9 Betterton Street, London WC2 9BR

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

Richard Freeman
Chief Executive, Transport Friendly Society

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

Question one

How would you rate the speed with which your claim was processed?

Excellent Good Satisfactory Unsatisfactory Poor

Question two

If you had to ring TFS about your claim, how would you rate the way in which your call was dealt with?

Excellent Good Satisfactory Unsatisfactory Poor

Question three

How would you rate the overall level of service provided by TFS?

Excellent Good Satisfactory Unsatisfactory Poor

Any other comments you would like to record?

Name _____ Membership number _____

