



HEATING > COOLING > RENEWABLE ENERGY

Customer Feedback Questionnaire

Customer Name: [redacted] Date: 9 MAY 2013

Table with 2 columns: Question and Answer. Questions include: Type of Project Chosen (e.g. Solar PV, Air Source Heat Pump); How did you hear about GSM Limited?; How satisfied were you with GSM's approach to understanding your needs and providing clear information with their solutions?; How many other companies did you approach?; What led you to decide to use GSM?; How did GSM's approach to not taking deposits reassure you?; How would you describe GSM's communication with you during the process?; How satisfied were you with GSM's workforce whilst on your property?

Table with 2 columns: Question and Answer. Questions include: How would you rate your overall experience of working with GSM? (Please circle your most appropriate rating.); GSM work on word of mouth referrals for new customers, would you be happy to recommend friends and family to GSM?; GSM want other customers to benefit from our ethical approach and provide £200 of M&S Vouchers for all successful referrals.

GSM would like to use your feedback in their marketing, are you happy for such information to be used? Yes. Signed: [Signature]