

7<sup>th</sup> January 2009

Dear Member,

## **ANNUAL SURVEY REPORTS 2008**

Please find enclosed your survey reports for the year 2008.

The first survey is the percentage score customers gave your company in answer to the following questions.

1. Were the company staff courteous and professional?
2. Would you recommend the company to others?
3. Were the company's undertakings fulfilled?
4. Was the installation work carried out efficiently?

The second survey is the annual pie chart showing percentage scores for the overall performance of the company.

Both you and your staff should be congratulated on achieving another successful year of quality installations, and we are sure that you will continue to offer the same high quality of product and service for many years to come.

Yours sincerely

A handwritten signature in black ink, appearing to be the initials 'AS' or similar, written in a cursive style.

Administration Department  
For and on behalf of  
**CONSUMER PROTECTION ASSOCIATION**