



276 Braeburn Dr
Martinsburg, WV 25403

Client Satisfaction Survey

Please return immediately for Free \$10 Visa Gift Card

In an effort to continuously provide the best possible service for our clients, we ask that you please fill out and return this brief survey to receive your complimentary \$10 Visa Gift Card.

1. Did you receive prompt and professional service during the entire claim process for your abandoned funds in 2012? Did Meritrust ARS keep in constant contact with updates throughout?

ABSolutely!

2. Were you contacted by other companies offering their services to help recover abandoned funds in the past? If so, why did you choose Meritrust ARS to help you?

Yes. Meritrust had a more professional individual (Jennifer) answering the phone. And the phone was answered promptly, the connection was clear. She was knowledgeable and gave clear & concise answers. The finders fee was Reasonable.

3. Company credibility is certainly an issue when receiving a call or letter offering abandoned money. How did we relieve your concerns and convince you the company could do what they said? How can we improve in serving our clients?

The letterhead on envelope & stationary was professional. I also liked the fact that you belong to the BBB & women's business "club" (I checked online). Actually, Jennifer was the key. She made the process easy & she knew what she was doing. She simplified the process.

4. Had Meritrust ARS not contacted you regarding your abandoned money, do you believe you would have ever known about or recovered the funds owed to you?

I had two other companies contact me.

5. Would you recommend Meritrust ARS to others, based on your experience with the company? Why or why not?

Definitely!

6. Additional Comments:

Jennifer promised quick results which I got & which no other company could promise. Also, other companies were going to have me involved in a much more intricate process -> ie -