

Advantage+ — Customer Survey Results—11/18/2015

# Sent	Month	Resp. %	How Satisfied With Our Handling?										Would You Recommend to Others?											
			0	1	2	3	4	5	6	7	8	9	10	0	1	2	3	4	5	6	7	8	9	10
48	May-09	14 29%	1					1		1	1	10	1						1		1	1	10	
49	Jun-09	8 16%							1	1	2	4					2				1	1	4	
38	Jul-09	24 63%					1	1	1	5	4	12					3	1	1	5	1		13	
69	Aug-09	21 30%								5	3	13					1		1	4			15	
50	Sep-09	34 68%					1			8	9	16					2	1	1	5	7		18	
63	Oct-09	25 40%	1	1						2	5	16	1	1							3	2	18	
56 (1/5/10)	Nov-09	13 23%					1		1	3	3	5				1			1		3	2	6	
62 (3/8/10)	Dec-09	32 52%					1		1	6	3	21	1				2		2	4	3		21	
56 (4/10/10)	Jan-10	22 39%				1		1	1	2	4	13	1								3	3	16	
45 (4/20/10)	Feb-10	7 16%								2	5										3	1	3	
70 (6/10/10)	Mar-10	37 53%	2			2		1	1	2	6	4	19	2			3		2		1	4	4	21
69 (7/15/10)	Apr-10	76 #####				1	6			15	11	43			1			2		1	13	12	47	
65 (7/25/10)	May-10	30 46%	1						1	4	1	23	1					1			4	2	22	
82 (8/1/10)	Jun-10	19 23%							3	3	2	11						1			6	1	11	
81 (9/17/10)	Jul-10	39 48%					1		3	12	5	18						2		1	8	6	18	
69	Aug-10		1		1			2		4	4	25	2		1			1			3	4	26	

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			0	1	2	3	4	5	6	7	8	9	10	0	1	2	3	4	5	6	7	8	9	10	
56 (2/12/2012)	Dec-11 26	46%				1		2		6	5	12				1		4			3	5	13		
66 (3/20/2012)	Jan-12 25	38%							1	7	3	14								1	6	2	16		
43 (4/6/2012)	Feb-12 20	47%				1		1		1	2	14	1						1	1	1		16		
69 (5/15/2012)	Mar-12 38	55%			1	1			5	6	3	6	16	1	1				1	2	5	4	6	18	
71 (6/10/2012)	Apr-12 35	49%							2	4	12	17								1	4	10	20		
66 (7/20/2012)	May-12 28	42%					1	1	3		3	7	13					1	1	1		6	3	16	
54 (8/5/2012)	Jun-12 24	44%						1		2	3	3	15					0	3	0	2	3	2	15	
64 (9/15/2012)	Jul-12 25	39%	1				1	1		2		5	15	1				1	1		3	1	3	15	
49 (10/27/2012)	Aug-12 16	33%									2	1	13					1				1	1	13	
54 (11/15/2012)	Sep-12 25	46%	1					1	1	1	3	4	14						1			4	4	16	
59 (12/15/2012)	Oct-12 28	47%									5	2	21								1	5	2	20	
43 (1/10/2013)	Nov-12 13	30%			2					1	1	1	8							1	2	1	1	8	
66 (2/15/2013)	Dec-12 32	48%						1		1	1	8	21					1		1	1	4	5	20	
51 (3/10/2013)	Jan-13 20	39%										8	12									2	2	16	
64 (5/10/2013)	Feb-13 28	44%				1		1		1	2	4	19					1		1		1	2	4	19
59 (6/10/2013)	Mar-13							1			2	3	22						1			1	1	25	

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			0	1	2	3	4	5	6	7	8	9	10	0	1	2	3	4	5	6	7	8	9
75	Jul-14								2	3	23						1	1	1	3	4	18	
9/9/2014		28 37%													1			1	2	2	4	13	
73	Aug-14				1				3	5	14				1								
10/10/2014		23 32%																		2	1	15	
65	Sep-14								2	2	14												
11/10/2014		18 28%															1			4	5	24	
71	Oct-14							1	4	5	24												
12/14/14 \$2		34 48%						1	2	4	4	24			1					2	4	4	24
81	Nov-14																						
1/17/2015		35 43%																					
59	Dec-14		1					1	5	1	16	1					2			2	2	17	
		24 41%													1		1	1		1	1	17	
66	Jan-15				1		1		2	2	16												
3/12/2015		22 33%								3	11										3	11	
47	Feb-15																						
3/18/2015		14 30%							3	4	15									3	3	16	
60	Mar-15																						
4/21/2015		22 37%																					
76	Apr-15					1	1	2	6	23						1					9	23	
6/10/2015		33 43%																					
74	May-15								2	7											2	7	
6/16/2014		9 12%																					
75	Jun-15		1			1	1		4	17	1					1		1			2	19	
7/15/2014		24 32%																					
78	Jul-15							1	3	1	7							1	1	2		8	
8/22/2014		12 15%																					
61	Aug-15								2									1		1			
9/24/2015		2 3%									2											2	
81	Sep-15					1				5						1						5	
10/22/2015		6 7%																					
75	Oct-15																						

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