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## CUSTOMER SURVEY QUESTIONNAIRE

COMPANY, d/b/a, THG-000000, TV-000000 provides household goods moving services under a permit granted by the Utilities and Transportation Commission (UTC). As a condition of this carrier's permit authority, it must provide its customers with an opportunity to comment to us about the quality of services you received. We will use this information as we evaluate the mover's ability to prove that it provides quality service to the citizens of our state. Please complete the following questionnaire and mail to **Washington Utilities and Transportation Commission, Attn: Transportation Safety, PO Box 47250, Olympia, WA 98504-7250**. If you have questions, or have a complaint about the service you received from this mover, please feel free to contact us at (360) 664-1222. Thank you for helping regulate the customer service provided by this industry.

Your name \_\_\_\_\_ Your address \_\_\_\_\_ Your phone number \_\_\_\_\_

Moved from \_\_\_\_\_ Moved to \_\_\_\_\_ Bill of lading number \_\_\_\_\_ Date you moved \_\_\_\_\_

ESTIMATES	Yes	No	QUALITY OF SERVICE:	Yes	No
Were you provided with a written estimate?			Were mover's staff (office/sales) courteous and professional?		
Was the estimate clear and understandable?			Did the moving crew arrive at your residence on time?		
Did the mover fully explain any areas you questioned?			Was the moving crew courteous and professional?		
Did the final cost exceed the estimated cost? If so, by how much? _____			Was the moving crew responsive to your wishes/directions?		
<b>INFORMATION TO SHIPPERS:</b>			If any problems occurred, were they brought to your attention so that you had a choice in how to resolve them? Were you satisfied with the manner in which your goods were handled?		
Did the mover give you written information about your rights and responsibilities as a moving customer prior to or at the beginning of your move?			Did the movers have all necessary equipment (dollies, pads, packing materials, etc.) available to complete your move?		
Did the mover explain its limited liability for loss and damage?			Did the movers complete their duties in a reasonable time?		
Did the mover explain how you could obtain higher liability limits by paying additional fees?			Did the mover's truck(s) appear to be in good repair and suitable for transporting your household goods?		
<b>LOSS AND DAMAGE:</b>			<b>OVERALL COMMENTS:</b>		
Did the mover damage your goods or residence?			Were you satisfied with the overall service provided?		
If yes, were you given information on how to file a claim?			Would you use this company again on future moves?		
Were your questions on loss and damage answered fully?			Would you recommend this company to others?		
Did you file a claim for loss or damage?					
Was the claim resolved to your satisfaction?					

Please feel free to add comments regarding your move (you may attach additional sheets as necessary). Then fold this document along the dotted lines shown on the back, seal with a piece of tape and mail to the address shown. Thank you!

Comments:

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