



FIRE * WIND * WATER

ok

Quality Assurance Interview Form

Contractor Name: West Tennessee Restoration	Insured Name: Patricia Carter
Date of Loss: 03/03/2008	Claim No:
Estimator: John Byrum	Insurance Co. : Allstate

1. Have you experienced any problems to date?

Y N

Comments: _____

2. Has our staff been courteous, polite, and helpful?

Y N

3. Has our staff been on time to scheduled appointments?

Y N

4. Do you feel we have sufficiently communicated to and kept you informed about the restoration process, scheduling, and what to expect?

Y N

5. Has the job site been organized and clean?

Y N

6. On a scale of 1-5, 1 being the poorest and 5 being the best, what would you rate the quality of the work performed?

5

7. Are there any suggestions you could give to us that would improve our services?

a. _____

b. _____

8. Is there any additional feedback you could provide us, or follow up you would like me to perform? Y N

COMMENTS: All of you were very professional and completed the work on our house with **AT** results. We are very satisfied & thank you very much. (Also thanks so much for not stepping on my plants & flowers while working! Y)