

Company: Mining Investment Insurance Corporation	Document: Customer Satisfaction Survey Form	Document code: FR-25
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Dear Customers,

In this survey form, we ask questions regarding how satisfied our applicants and customers are with our services. We hope to improve the quality and speed of the corporation's services through your guidelines. Thank you for your cooperation.

This Part is Optional:
Name:
Age:
Education:
Signature:

Date of filling out this form:

What Kind of Insurance Policy did you apply for?

- Discovery/Exploration Investments
- Production Credit
- Processing Credit
- Others: ...

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Number	How Satisfied are you with...	5 (Most Satisfied)	4	3	2	1 (Least Satisfied)
1	The Corporation's rules and regulations (regarding how they speed up or slow down the process, or how they make things done twice)					
2	The number of times you have to come down here and the time it takes for your job to be done every time you come					
3	The costs regarding the issuance of the insurance policy					
The cost of exactly what part do you think is not appropriate, or is very expensive?						
4	The interior space in the corporation's building (space for sitting, different parts of the corporation, etc.)					
5	The behavior of the employees towards the applicants and customers					
6	Corporation's locations and the ways you can access it					
7	The quality and the quantity of the schedules regarding the visiting and inspecting of the mines					
8	The Corporation's inspection quality					

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	How satisfied are you with the functions of every unit? (Score the best function with 5 and the worst with 1)	Reception, Registration Unit	Technical Unit	Issuance Unit	Legal Unit	Financial Unit	Other Units	Please Explain about the other units
9	The behavior of the employees towards the applicants and customers							
10	The speed of doing things							
11	How well they respond to you							
12	How experienced and professional the inspectors are							

13. How did you find out about this corporation?

- From the Province's Organization of Industry, Mine and Trade
- From other miners
- From the News and different websites
- From the Press
- From the TV Broadcasting
- From the exhibitions
- Others: ...

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14. Do you recommend using the services of this corporations to your friends and colleagues?

Yes

No

15. Do you have any opinion, criticism or suggestion that can help us improve our services?