

## Customer Opinion Survey

### Please tell us how we are doing

Elder Managed Care & Consulting, Inc. strives to provide you with the best service possible. We would like to know how we are doing. Please take a few moments to give us your candid opinion. You were selected from a list of individuals who have recently used Elder Managed Care & Consulting, Inc. services and your opinions are very important to us.

### What the survey asks

This survey focuses on your experience with our company. This survey asks you about your opinions with respect to the level of service you have received from our company in the past and the services you expect to receive from us in the future.

This survey typically takes less than 10 minutes to complete. Thank you for taking the time to complete this survey.

*Thank you for helping us serve you better!*

**In this section, please consider your most recent experience with Elder Managed Care & Consulting, Inc.**

	Other Authority	Organization	Publication	Conference/ Meeting	Friend or colleague	Other
<b>How did you hear about Elder Managed Care?</b>						

Please provide further detail	Type your comments here. <div style="border: 1px solid gray; height: 60px; width: 100%;"></div>
-------------------------------	---

<b>Please rate the importance of the following factors in your decision to use Elder Managed Care &amp; Consulting, Inc.</b>	Not at all important	A little important	Somewhat important	Very important	Extremely important	N/A Don't Know
Subject matter expertise.						
Company's professional image.						
Company's reputation as a "good" company.						
Relationship with consultant.						
Recommended by a friend or acquaintance.						
<b>Think about the your decision to use Elder Managed Care &amp; Consulting, Inc. services.</b>	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A Don't Know
<b>Timeliness</b>						

I am satisfied that Elder Managed Care & Consulting, Inc. delivers results in a timely fashion.						
Elder Managed Care & Consulting, Inc. responds quickly to requests for assistance or information.						
<b>Professionalism</b>						
Elder Managed Care & Consulting, Inc. treated me with courtesy, efficiency, honesty and respect.						
Elder Managed Care & Consulting, Inc. conveys a professional image.						
Elder Managed Care & Consulting, Inc. represents me in a professional manner at all times.						
<b>Responsiveness</b>						
I am satisfied with how Elder Managed Care & Consulting, Inc follows through on promised services.						
Elder Managed Care & Consulting, Inc. is one I can depend on.						


Elder Managed Care & Consulting, Inc. is accessible when I try to contact them.						
<b>Usability</b>						
Is knowledgeable about the industry and my needs.						
Elder Managed Care & Consulting, Inc. recommends solutions that meet my needs.						
I believe Elder Managed Care & Consulting, Inc. assists me in managing risks and minimizing disruptions.						
I believe Elder Managed Care & Consulting, Inc. gives accurate information that allows me to do long term planning.						
<b>Quality</b>						
I am satisfied with the quality of Elder Managed Care & Consulting, Inc. services.						
I am satisfied with the quality of Elder Managed Care & Consulting, Inc. products (client deliverables, website, workshops).						

<b>Overall</b>						
I am satisfied with the way I was treated by Elder Managed Care & Consulting, Inc.						
I am satisfied with the employees of Elder Managed Care & Consulting, Inc.						
I expect to do more business with Elder Managed Care & Consulting, Inc. in the future.						
I say positive things about Elder Managed Care & Consulting, Inc. to other people						
I would recommend Elder Managed Care & Consulting, Inc. to a friend.						

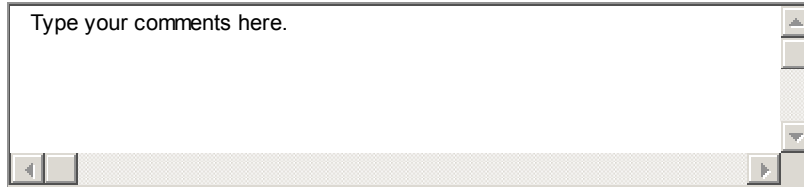
**Future Services**

Please provide any additional services you would like Elder Managed Care & Consulting, Inc. to provide in the future. Some examples are included below.

	Management Development
	Asset Management Consulting
	Customer Satisfaction Surveys/Focus Groups
	Business Development

Other:	
--------	--

**Please feel free to add any additional comments in this section that you feel will help us service you better in the future.**

Type your comments here. 
--