

Global Service Rig & Repair  
Customer Satisfaction Survey - Response

1(a) Were you happy with the results of your audit in 2008 ?

**Yes, we were pleased to find out the results of the audit and were happy to see that we had passed.**

2. Did you receive the service/attention you needed on contacting PEL.?

**I spoke with Barbra personally. She was very attentive and had the audit quoted, scheduled, and organized quickly.**

3. Is there anything you would like to share with us that may help PEL provide a better service for you?

**No**

4. How likely are you to use Barbara Semeniuk for another Audit?

**I plan to be using PEL in the future to provide an external audit for our 3<sup>rd</sup> year anniversary.**

5. Do you trust PEL to provide the right service for your Company?

**Yes, PEL presented their services professionally and I trust, from experience, that they will continue to operate as such.**

6. Do you receive our Newsletter?

**No, we do not receive your newsletter. I would be curious to see a sample.**

7. We are currently updating Purcell's Web site to help us serve our clients better.

One feature we would like to include is a list of testimonials from our valued clients like you. We would appreciate it if you could send us a very brief comment about Purcell's services, focusing on any problems we helped you solve and the quality of our customer service.

**Personally I would like to comment on the level of customer service I received from our external auditor, Scott Scheubert. Scott presented himself very professionally. His demeanor and attitude was firm and informative. I felt it easy to converse with Scott. The pinnacle of Scott's professionalism was his passion for safety. He was very knowledgeable and went over and above my expectations. While completing the audit I did not feel as though our system was being scrutinized, instead I was offered suggestions to improve the safety system. Not only did we receive a very well and thoroughly completed audit, we received mentorship that made our place of work that much safer.**

**Todd Blomquist**