

Name:	Dept:	City:
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PLEASE IGNORE THOSE QUESTIONS THAT ARE NOT APPLICABLE TO YOUR CIRCUMSTANCES

	Completely Satisfied	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
1. How satisfied are you with the SEF replacement staff:					
a. Courtesy?					
b. Knowledge of vehicles?					
c. Concern for your needs?					
d. Promptness?					
e. Arranging for payment?					
2. How satisfied are you with the vehicle delivery process:					
a. Ready when promised?					
b. Equipped as ordered?					
c. Everything in working order?					
d. Cleanliness of vehicle?					
e. Operator training?					
f. Briefing on warranty and maintenance schedules?					
g. How to get your vehicle serviced?					
3. How satisfied are you with the SEF financing of replacement vehicles:					
a. Individual vehicle replacement rates?					
b. Variable amortization periods?					
c. Capitalization of make ready and delivery costs?					
d. Vehicle credit bank?					
e. Handling billing questions?					
4. Overall, how satisfied are you with SEF vehicle replacement services?					

Comments:

Return completed survey to: DOT&PF/SEF, 2200 E. 42nd Avenue, Anchorage, AK 99508
 Fax: 907.269.0801