



CUSTOMER SURVEY

Thank you for giving us the opportunity to better serve you. Please help us by taking a few minutes to tell us about the service that you received today. Kindly complete and return this form to the Security Officer in the Lobby.

1. Have you used any of our services within the past 6 months? Yes___ No___ If Yes, then:
- (a) Was your call answered within 3 rings? Yes___ No___
- (b) Were you put on hold for longer than 60 seconds? Yes___ No___
- (c) Were you attended to within 5 minutes of arriving at our office? Yes___ No___
- (d) Did you receive a response to your email, fax or voicemail request within 2 working days? Yes___ No___

Prize Promotions

- (e) Did our Licensing and Registration Division respond to your Prize Promotion application within 24 hours? Yes___ No___
- (f) Was your Prize Promotion application processed within 21 days of receipt of all documentation with all application requirements met? Yes___ No___
- (g) Was the Express Application Processing completed within 7 working days? Yes___ No___

Gaming Machine Licensing and Inspection

- (h) Was your application for Gaming Licence processed within 4 weeks (local applicant) / 6 weeks (foreign applicant)? Yes___ No___
- (i) Did our Enforcement Division provide dual custody access within 24 hours of your request? Yes___ No___
- (j) Did our Compliance and Regulation Division respond to your request for de-commissioning/ re-commissioning of a gaming machine within 48 hours? Yes___ No___

2. How professional is our organization?

- () Extremely professional () Very professional () Moderately professional () Slightly professional
() Unprofessional

3. How convenient is our organization to access?

- () Extremely convenient () Very convenient () Moderately convenient () Slightly convenient
() Inconvenient

CONTINUED ON NEXT PAGE. PLEASE TURN OVER.



CUSTOMER SURVEY (CONT'D)

4. How responsive is our organization?

- Extremely responsive Very responsive Moderately responsive Slightly responsive
 Unresponsive

5. How well did our representative answer your question(s) or resolve your issue(s)?

- Extremely well Quite well Moderately well Slightly well Not at all

6. How well do you think the BGLC understands what you/your company requires to be successful?

- Extremely well Very well Moderately well Slightly well Not at all

7. Overall, how would you rate the Betting, Gaming and Lotteries Commission's level of service?

- Excellent Very good Good Bad Very Bad

8. Any other comments:
