

# Mellon Investor Services Survey

**Instructions:**

Please answer the following questions about the service you received. Do not answer if you don't have an opinion or if the statement does not apply. Please fold the form, seal it and drop it in the mail. Thank you for participating.

1. Please indicate the original reason for your **most recent contact** with Mellon Investor Services:

**Information Request**

- account balances
- stock transfer instructions
- dividend reinvestment enrollment information
- tax forms or instructions
- request statement

**Account Maintenance**

- address change
- consolidate accounts
- tax or Form 1099 information
- start/stop/change direct deposit
- transfer certificates/book entry shares

**Dividend Reinvestment**

- buy stock
- sell stock
- enroll in plan
- change plan options

**Payments**

- replace dividend check

**Stock Certificates**

- replace lost certificates
- issue certificates from my account

**Other Reason:**

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\_\_\_\_\_

2. How did you last contact Mellon Investor Services?       Telephone     Mail     E-mail

3. How many times did you contact them to resolve your request?     Once       Twice     More \_\_\_\_\_

4. If you had to contact Mellon Investor Services again, please indicate your reason:

- Non receipt of requested material       Incomplete transaction       Follow up inquiry

5. Please indicate your level of satisfaction with the following:

	Very Satisfied ↓				Very Dissatisfied ↓
a) timeliness of our response	5	4	3	2	1
b) clarity of our response	5	4	3	2	1
c) accuracy of our response	5	4	3	2	1
d) overall satisfaction with our response	5	4	3	2	1

6. If you contacted us by telephone, please indicate your satisfaction with the following:

a) wait time to be connected to a representative	5	4	3	2	1
b) automated voice response system	5	4	3	2	1
c) willingness of the telephone representative to help	5	4	3	2	1
d) knowledge of the telephone representative	5	4	3	2	1
e) overall satisfaction with the telephone service	5	4	3	2	1

7. Please give us your comments and suggestions—especially if you are dissatisfied with an aspect of our service.

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