



How long have you been a Shape customer?

- Less than 6 months
- 6 months – 1 year
- 2-3 years
- 4-5 years
- More than 5 years

How satisfied are you with our products / services?

- Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Dissatisfied

Please rate Shape on the following attributes:

|                       | Very Satisfied        | Somewhat Satisfied    | Neutral               | Somewhat Dissatisfied | Dissatisfied          |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Friendliness of staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Knowledge of Staff    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cost of Services      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Senior Management     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pricing               | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Would you rate the company's products / services to others?

- Yes
- No
- Maybe

Please provide any suggestions you think would improve Shape's service to customers in the future: