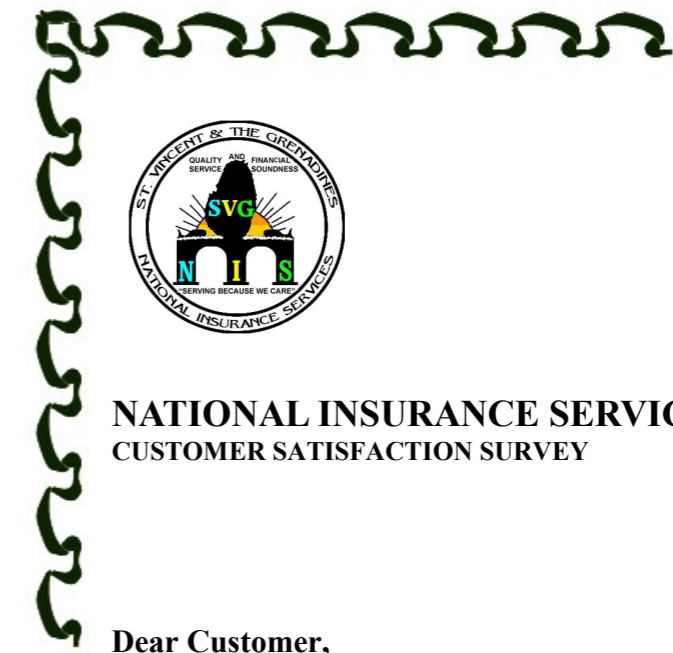


Questions	Strongly Agree	Agree	No Opinion	Disagree	Strongly disagree
NIS Image					
20 NIS employees are competent and professional.					
21 My personal information at the NIS is kept confidential.					
22 The overall quality of service received at the NIS is excellent.					
23 The NIS is one of the most efficient service organizations in St. Vincent and the Grenadines.					
24 The NIS helps to improve the quality of life for the people of St. Vincent and the Grenadines.					
25 The NIS makes a worthwhile contribution to the social and economic development of St. Vincent and the Grenadines.					

THANK YOU FOR YOUR COOPERATION AND HAVE A NICE DAY

CUSTOMER COMMENTS
Please indicate to us how we can further improve our service to you.

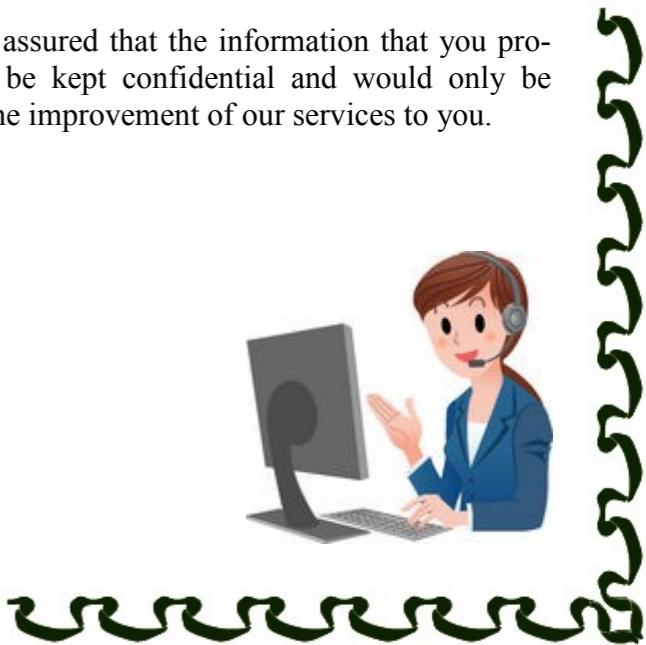


**NATIONAL INSURANCE SERVICES
CUSTOMER SATISFACTION SURVEY**

Dear Customer,

The National Insurance Services is committed to delivering a high standard customer service to all stakeholders. As such, we wish to incorporate the views of our customers in our decision making and general operations. We are, therefore, seeking your assistance in completing this questionnaire.

Please be assured that the information that you provide will be kept confidential and would only be used for the improvement of our services to you.



- 1. Please choose your category.**
Demographics
 Employee Employer Self-employed
 Voluntary Contributor Pensioner Other
- 2. What is your gender (sex)?**
 Male Female
- 3. What is your age range?**
 Under 16 16-25 26-35 36-45
 46-55 56-59 60 and older
- 4. I am informed about the NIS and its services.**
 Yes No
- 5. I am informed about the NIS through;**
 NIS advertisements NIS workshops/presentation
 NIS employee NIS website
 Friend/Relative Employer
 Other
- 6. I prefer to receive information about the NIS by:**
 TV Outdoor (billboards) Radio
 NIS seminars/workshop NIS Website
 Newspaper E-mail
 Other

	Questions	Strongly Agree	Agree	No Opinion	Disagree	Strongly disagree
7	Telephone Service Whenever I call the NIS Office, the telephone rings more than three (3) times before someone answers.					
8	The employees at he NIS answer the telephone courteously/ professionally. Service Delivery					
9	The employees at the NIS are courteous and helpful when attending to customers.					
10	The employees at the NIS are knowledgeable about the NIS and its services.					
11	The employees at the NIS are business like when dealing with customers.					

	Questions	Strongly Agree	Agree	No Opinion	Disagree	Strongly disagree
	NIS Operations					
12	Customers' enquiries and complaints are handled promptly.					
13	The NIS hours of business are convenient to me. (8:00am—4:15pm)					
14	The NIS processes the registration applications (employee & Employer) promptly.					
15	The NIS processes benefits claims on time.					
16	The benefits claim forms are simple and easy to complete.					
17	The documents used for making the NIS contributions payment are simple and easy to complete					
18	The NIS ensures that Employers pay contributions on time.					
19	The E-submit is user friendly and effective.					