

OVERTURE

promotional marketing experts

Client Satisfaction Assessment - Customer Survey Form

Email survey to MadeleineE@overturepromo.com

Or mail hard copy to:

Overture Premiums & Promotions
Att: Madeleine Ehrhardt
595 Lakeview Parkway
Vernon Hills, IL 60061

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Client Satisfaction Assessment - Customer Survey Form

Please answer these questions by checking the appropriate box beneath the applicable questions.

1. How satisfied are you with your experience with the Overture CVS Health Promotional Marketing Program on cvshealthpromo.com?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

2. How satisfied are you with the ease of use of the CVS Health Promotional products website, www.cvshealthpromo.com?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

3. How satisfied are you with the selection/variety of items on the CVS Health Promotional products website, www.cvshealthpromo.com?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

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Client Satisfaction Assessment - Customer Survey Form (continued)

4. How satisfied are you with on-time delivery of items ordered from the CVS Health Promotional products website, www.cvshealthpromo.com?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

5. How satisfied are you with on-time delivery of special items ordered from Overture Premiums & Promotions (items not on the CVS Health Promotional products website)?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

6. How satisfied are you with the service you received from Overture?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

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Client Satisfaction Assessment - Customer Survey Form (continued)

7. How satisfied are you with the service you received from CVS Health Strategic Procurement?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

8. How satisfied are you with Overture overall?

- Extremely Satisfied
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied
- Extremely Dissatisfied

Comments/Notes:

9. Based on your experience with ordering from Overture Premiums & Promotions, what improvement recommendations would you suggest?

Comments/Notes:

10. Including the following information is optional:

Name:

Phone Number: