

Copp Roofing & Construction, Inc. Customer Survey

Thank you for your business. Please take a few minutes to complete and return this survey.

Customer Name Brian Middleton
Project Address 33360 Music Camp Rd.
Arrowbear, CA. 92382
Phone Number 760.333.3516

We strive to provide UNBELIEVABLE Service! Please, rate our performance.

Customer Service	Poor	Fair	Good	Excellent	<u>Superior</u>
Professionalism	Poor	Fair	Good	Excellent	<u>Superior</u>
Communication	Poor	Fair	Good	Excellent	<u>Superior</u>
Project Progress	Poor	Fair	Good	Excellent	<u>Superior</u>
Project Result	Poor	Fair	Good	Excellent	<u>Superior</u>
Overall Performance	Basic	Expected	Desired	Surprising	<u>Unbelievable</u>

Are you completely satisfied? Yes No

Would you recommend Copp Roofing to friends and neighbors? Yes No

Would you be willing to be a reference for Copp Roofing? Yes No

Your name and daytime phone number will be provided to customers who request references.

Please provide authorization to add your recommendation letter to our website. Thank You!

Comments Great job.

Brian Middleton
Customer Signature(s) 9-6-16
Date

These are the comments I provided to GAF for their survey

Copp Roofing did a thorough and extraordinary job; their team was very professional and explained the entire process in detail. I greatly appreciate Don and Bruce (Copp) detailing all aspects of the warranty. Although their quote was a bit higher than other vendors I reviewed, the GAF warranty provided a high level of comfort and satisfaction that I did not get from the other vendors. Copp Roofing educated me on the GAF product line and how GAF stood behind their products, which greatly reassured me in selecting the right vendor. Project had a minor setback (unforeseen wild fires), but the project was done on schedule. I appreciated the cleanup effort while the job was ongoing and when completed. I would highly recommend Copp Roofing & Construction, Inc., they did a great job and now my roof is one less thing I have to worry about.

Thank you,

Brian Middleton