



# ICERS – Member Services Survey

Please take the time to let us know how we did concerning your recent experience with ICERS.

1. How much do you agree or disagree with the following statements about ICERS service?

	Strongly Agree	Somewhat Agree	Neutral	Somewhat Disagree	Strongly Disagree
Staff greeted me and offered to help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff was friendly, courteous and professional throughout my visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff was knowledgeable and able to answer all of my retirement questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff was well organized and prepared.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with my Member Services experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What did you like best about our Service?:

3. Is there any way that we can improve our member service?:

4. Is there a staff person you would like to commend?:

Your Name (optional)

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Please drop this form off in the box located in ICERS' reception area or email [icers@co.imperial.ca.us](mailto:icers@co.imperial.ca.us). All submissions are confidential. Thank you for taking the time to complete our survey!