



September 2009 – Transferee Survey Feedback

- **Jill and Peter worked very well together. When Jill was out, Peter could answer my questions and explain things very well and was up to date with where I was at in the process. Good Team!**
- **WHR Group has been wonderful. Jessie and Peter were very attentive and helped me through the process.**
- **Thank you Jessie and Peter for taking great care of me and my family.**
- **The relocation coordinator did a wonderful job to help me through the process.**
- **It has been a pleasure to work with Sandra and Erin. They are prompt, professional, and courteous.**
- **Jessie has been great to work with & has provided excellent customer service.**
- **It has been really easy to work with Sandra and Erin. They are very thorough with their explanations and respond very promptly to my questions.**
- **Ben was fantastic! He acted as a consultant and not just someone facilitating paperwork. He was very knowledgeable about the housing sale process and made everything run very smoothly. He called back promptly and was fun to work with. Thanks Ben!**
- **I've been fortunate to have Jill as my Relo Coordinator in the past and would love to work with her again should I move again. She is exceptional, highly professional and goes out of her way to help in any way she can. I had limited interaction with Peter, but he was always responsive and very friendly.**
- **They have been awesome! I know they have a tough job with timelines, etc., and multiple customers, but they act as if I am their only one.**
- **They were great and so was Sarah when I called after hours. I was most impressed that, with the time change, when I called at night, Sarah was able**

to help me vs. taking a message and me having to wait for a return call the next day. Their office really works seamlessly together.

- Jill has been on the ball, great to work with, and helpful.
- Jessie has been **WONDERFUL!!!!** She has exceeded my expectations!
- Sarah was very helpful on the weekend and I appreciated her responsiveness and ability to open our file and answer questions.
- WHR has made this really easy for us.
- Ben and his team were very helpful and answered all questions we had.
- Jessie and Peter were extremely helpful in explaining benefits as well as addressing additional questions I had on the process.
- Jill was very anticipatory, resourceful, and had tremendous follow-up by phone and email.
- Jill and Peter were very knowledgeable and dealing with either one was very easy as both were knowledgeable of my file and obviously communicate and document their files well. Very Impressed.
- Jill and Peter were excellent and very personable.
- I have worked with Heather, Jenna, and Shelly over the course of my relocation. All of them have been extremely helpful and knowledgeable during this process. All of them have also been extremely prompt in following up with me on various questions. They are all very good at their jobs and provide excellent customer service!
- Valerie and Shelly were very helpful through the entire process.
- Jill and Peter have been very approachable and responsive to my needs.
Thanks.
- Sandra and Erin have been wonderful to work with - very prompt, thorough, and professional.
- Christina and Amy were fantastic!
- Jessie and Peter were exceptional to work with and they were great about keeping me informed. They were also very quick to respond if I had a question and I appreciated their efficiency.