



## **October 2009 – Transferee Survey Feedback**

- Peter has been fantastic, helpful and understanding in every conversation we have had. Jill has done a good job overall as well.
- Ben was real helpful. On a very regular basis, he was delivering bad news to me, but he did it in a very effective/empathetic way.
- Jill and Peter were very professional, knowledgeable, and friendly.
- The WHR group has been very good as always!
- Jessie and the team at WHR were great to work with.
- Jill did a terrific job. She is a pleasure to work with.
- It was truly a pleasure working with Sandra and Erin. The assistance they provided greatly prevented the relocation process from being a stressful event for me.
- Christina did a wonderful job explaining the benefits.
- [Sandra and Erin] have both been professional and available. The fact that they were always there to answer my questions, and I never needed to wait overnight with a concern about the process was huge for me. They exceeded all my expectations in that respect.
- The customer service level from Christina has been great.
- Great Job by all.
- Sandra and Erin have always been very pleasant to speak with on the phone and by email. I do appreciate their professional and courteous nature.
- Jessie and Peter were awesome and I really enjoyed and appreciated all their help!
- Shelly was very prompt in answering all our questions and concerns. She returned phone calls in a timely manner. Shelly is very professional.
- Sandra and Erin have been terrific. They have helped me manage things while I have a child in the hospital - it is appreciated.
- [Jill] has been excellent! She has really gone out of her way for us!

- I appreciate how quickly Jill has moved things along and kept us advised of the status.
- Overall this process has been fantastic. I appreciate all the help!
- Erin and Sandra have been 110% patient, courteous, and responsive in every conversation regardless of the communication channel used.
- Sandra and her team were outstanding to work with. Very polite, timely and were always willing to answer our questions.
- Sandra and Erin (Ben/Peter/Dave) were amazing! I appreciated their help through the process, I always knew what to expect. Huge thank you to the team!
- Probably the most positive relationship/process in my PCS. I was not necessarily happy with the offer but extremely happy with the service and relationship of the WHR team.