



June 2010 – Transferee Survey Feedback

- Very pleased with the experience. Never had issues contacting someone. Always returned my calls promptly and courteously.
- I have really enjoyed working with my Relocation Team. They are always up to date on where I am in the process and both are extremely friendly, knowledgeable and ready to assist me. They were prompt in their responses and they are always there when I call - very professional and exemplify how customer service should be.
- They were on the mark with the recommended pricing. I based initial pricing based on Realtor's recommendation and what I thought was common sense - ended up selling at just about the same price as the relocation company recommended.
- Our Relocation Team went out of their way to assist us.
- Absolutely two of the nicest people I have worked with and never actually met in person. They were so helpful and knowledgeable that I could not have asked for better people to work with on this. They held our hand through the process and went above and beyond what I could've expected.
- My Relocation Coordinator has been very helpful. She has explained items very well, even though they are covered in the relocation manual.
- My Relocation Coordinator really took care of me. As a Civilian, I was completely unfamiliar with the process and scared to death I would mess it up. I believe the only reason I didn't misstep was because of my Relocation Coordinator. His professionalism, courtesy, well rounded knowledge of the process and unwavering patience made my relocation painless....well, maybe not painless, but successful.
- My Relocation Associate is very knowledgeable, articulate, and helpful. He provides excellent service!
- My Relocation Team has been exceptional!!
- My Relocation Team was knowledgeable. They were able to provide information in a timely manner and were accessible when needed.

- The Relocation Coordinator was my biggest asset.
- My Relocation Coordinator was excellent and I would recommend her to any and everyone. You guys are lucky to have her... She was awesome...
- Our Relocation Team has been very helpful throughout the process.
- Good team, very helpful.
- My Relocation Coordinator has been an asset to this process. Her assistance is greatly appreciated.
- Everything has been going very smoothly. Thank you.
- My Relocation Coordinator was excellent throughout the process. It was a very stressful time for me but she made the process very easy.
- I appreciate my Relocation Team's patience and empathy during the more stressful aspects of this move.
- My Relocation Coordinator has been amazing throughout the process thus far. She is very prompt and knowledgeable.
- My Relocation Coordinator was AWESOME!! She was extremely knowledgeable. She always had the answers to my questions and was always very polite and kind. It was great working with her!
- My Relocation Team has been wonderful. They are great at explaining what is needed and keeping me informed.
- Overall this was a great experience! Thank you very much for all of your help!
- My Relocation Team was wonderful. I asked a ton of questions and both were very helpful in answering via phone and e-mail. The entire process was great. They were extremely helpful (I called a lot).
- Top notch job by my Relocation Team.
- Process was made clear; always kept me informed of what was happening.
- My Relocation Coordinator did a very good job.
- I couldn't imagine a nicer Team to work with - very courteous.
- They were on the mark with the recommended pricing. I based initial pricing based on Realtor's recommendation and what I thought was common sense - ended up selling at just about the same price as the relocation company recommended.

- My Relocation Team was absolutely the best! Very professional, friendly and courteous. They both provided exceptional customer service throughout the entire process. They made themselves available at every point and responsiveness was perfect. These are the pros to use for relocation services. Government Relocation Group was second to none in service, professionalism and courtesy. Well done!
- Very professional team.
- The process has been satisfactory so far. All the WHR encounters have been excellent. The housing market has not cooperated and the financial impact has been harsh, but the relocation group and policies are not to blame.
- My Relocation Coordinator did an outstanding job helping us throughout the process. She is extremely attentive to needs and empathetic when needed. I really appreciated working with her.
- My Relocation Team is great to work with!
- My Relocation Team has always responded almost immediately to my questions. If they don't have an answer, they tell me so and then follow up when they get an answer. I feel that they have done well to date to assist me.
- My Relocation Coordinator was timely and thoughtful through the entire process.
- Excellent experience. Have utilized the relocation process three times now. This has been the best experience yet. Thanks to my Relocation Coordinator and his team.
- Our Relocation Coordinator was always available to answer all our questions.
- Our Relocation Coordinator was excellent to work with!!! She was always available to answer all our questions and help us make good decisions.
- My Relocation Coordinator did a great job in my relocation. He went out of his way on many occasions.
- My Relocation Team has been prompt and courteous. The process in itself is not easy, but I will say both representatives have been very responsive.