



## January 2011 – Transferee Survey Feedback

- I am completely satisfied with the policy and the process. In this day and age, the features of our relocation policy are unparalleled and the execution of the policy by my Relocation Coordinator on my behalf was what I've come to expect from WHR - flawless.
- I'm a relatively high-maintenance transferee when it comes to communication needs - it can be an email, but I need to be in regular (as in daily) contact. My Relocation Coordinator did a good job of keeping me informed. In addition, I felt we had a tight timeframe to work with and he was EXCELLENT at managing all of the variables that enabled the monies to be received when I needed them. He worked with my Realtor on the departure end and recommended aggressive marketing strategies trying to get the home sold.
- My Relocation Coordinator was a true joy to work with. When I left messages she ALWAYS called me back as soon as possible. I never felt like I was being pushed aside or had to 'drag' information out of her. To find someone as pleasant and knowledgeable as her is pretty rare these days.
- My Relocation Team has been a GREAT representation of WHR. Both Counselors have been VERY resourceful and professional throughout the relocation process!
- My Relocation Coordinator did a very good job explaining the various benefits available. He is very good and knowledgeable about the benefit package.
- My Relocation Coordinator and Associate are a great team. They always called me and informed me of any changes. Great job!
- Both my Relocation Coordinator and Associate were excellent! They were courteous, knowledgeable, and available when I needed them.
- My Relocation Coordinator did an excellent job and was an example of what customer service should look like! It was a pleasure working with WHR. Thanks for the chance to recognize excellent job performance.

- Great support and customer service from my Relocation Team and my listing realtor. They made the process as painless as possible despite the upside down factor. All in all, very impressed with their service and professionalism.
- My Relocation Coordinator has done an outstanding job with my home sale and listing preparation. She has been very helpful and informative throughout the process to date. This is my first relocation within the same company and she has been great. I am very satisfied with her services and working knowledge.
- They were absolutely great, very helpful. We felt like they wanted to help us as well. They were patient and understanding with English being our second language.
- I could not be happier with the service received from WHR. My Relocation Coordinator and his team are excellent representatives of WHR, and are to be commended. Thank you.
- My Relocation Coordinator is very professional and knowledgeable. He has a very pleasant voice and tone.
- Working with WHR has been a good experience. They made a potentially stressful move enjoyable.
- They have been great! They always answer my questions and have good advice. They know the program very well and explain it well. I could not be happier.
- My Relocation Coordinator has been helpful, flexible, and responsive. I feel like we have truly been working together as a team to this point.
- No issues at all. I have enjoyed working with my Relocation Team thus far and fully expect that to continue.
- My Relocation Coordinator was excellent to work with -- very knowledgeable and courteous.
- My Relocation Team has been pretty helpful in the process and in explaining things.
- The process has been very good and my Relocation Coordinator is doing a great job.
- They did a great job and always made themselves available to assist me in the process.
- Thanks again folks, job very well done!