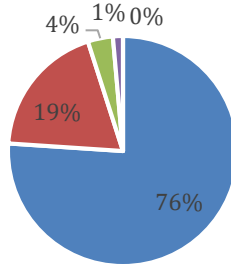


FPM Satisfaction Survey Results

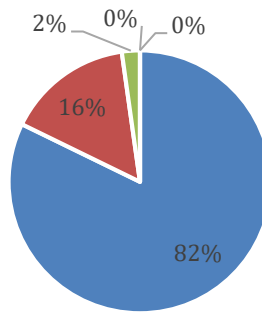
I am satisfied with the quality of service I received from the FPM staff resolving my request.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

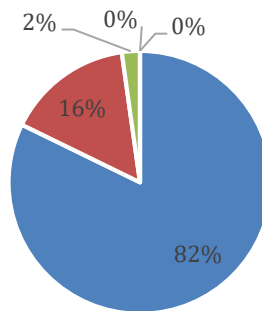
FPM Performance Survey Results

FPM staff are courteous



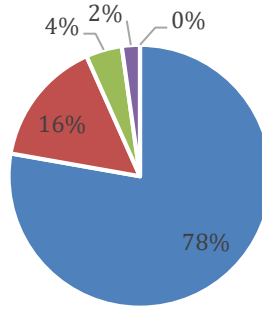
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

FPM staff are professional



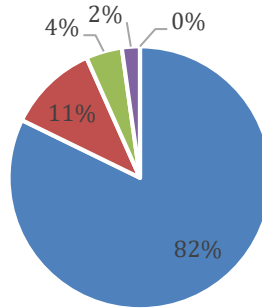
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

FPM staff are knowledgeable



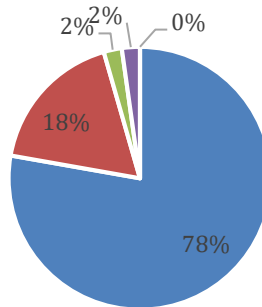
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

FPM staff respond to my requests in a timely manner



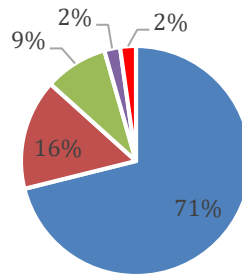
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

FPM staff resolve my request without errors



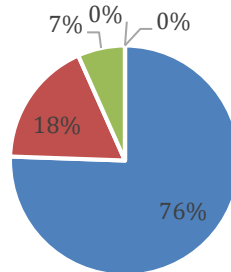
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

FPM staff provide regular communication about the status of my requests



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

When I contact FPM, I have confidence my requests will be resolved to my satisfaction



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree