



Customer Support Response Card

PBSI strives to provide the highest quality service possible. In evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion.

Anderson Medical Billing
CLIENT NAME

Darrin
FIELD ENGINEER (FIRST NAME)

7-15-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

- Scheduling—Was your service scheduled promptly?
- Timeliness—Did we do what we promised?
- Courtesy—Were personnel friendly and courteous?
- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Darrin is always great when he's here. We ran into a problem that was beyond his control but he handled it!!
Comments

Register To Win—Return promptly to enter our monthly drawing for a free gift.



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Kaivae, INC.
CLIENT NAME

Brad
FIELD ENGINEER (FIRST NAME)

7-2-14
DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

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We ♥ Smart BEAD !!
Comments

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Dr. H. Sybil, Nyan Hong
CLIENT NAME

Wesley
FIELD ENGINEER (FIRST NAME)

6/13/14
DATE OF SERVICE

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EXCELLENT GOOD FAIR POOR

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- Care and Attention
- Overall Quality

Thanks for all your help!
Comments

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Dayton Orthopaedic
CLIENT NAME

Dennis 7-3-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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Comments always prompt ~~Register To Win~~—Return promptly to enter our monthly drawing for a free gift.



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CHETNA MITAL MD LLC
CLIENT NAME

Dennis 6-30-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

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- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments The usual great service thanks again ~~Register To Win~~—Return promptly to enter our monthly drawing for a free gift.



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Liquid Environment
CLIENT NAME

Dennis 6-17-14
FIELD ENGINEER (FIRST NAME) DATE OF SERVICE

RATING THIS SERVICE ENCOUNTER

EXCELLENT GOOD FAIR POOR

RATING PBSI'S OVERALL SERVICE

EXCELLENT GOOD FAIR POOR

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- Quality—Was your problem resolved completely?
- Were your questions & concerns answered thoroughly?

- Software Support Personnel
- Hardware Support Personnel
- Care and Attention
- Overall Quality

Comments DENNIS WAS VERY HELPFULL. I WOULD HIGHLY RECOMMEND YOUR COMPANY BASED OFF OF DENNIS'S SERVICE TODAY JOE BIANCHINI Joe Biant ~~Register To Win~~—Return promptly to enter our monthly drawing for a free gift.