

Dear Valued Sunrise Customer:

At Sunrise, we want to thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

Sincerely,

Sunrise National Distributors

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1) How often do you use Sunrise as your source?

- 3 times a week
- Once a week
- Once a month
- Daily

2) Overall, how satisfied are you with Sunrise?

- Very Unsatisfied
- Unsatisfied
- Somewhat Satisfied
- Very Satisfied
- Extremely Satisfied

3) Compared to other Warehouse Distributors that are available, would you say Sunrise is

- Much better
- Somewhat better
- About the same
- Somewhat worse
- Much worse

4) What is the average time for Sunrise to handle any accounting issues you may have?

- Same Day
- 1 Days
- 2-4 Days
- 1 Week
- Longer than 1 Week

5) What is the average time for Sunrise to pick up a Return?

- 1 Day
- 2-4 Days
- 1 Week
- 2 Weeks
- Longer than 2 Weeks

6) Based on your experience with Sunrise, how likely are we to be your "First Call?"

- Very Unlikely
- Unlikely
- Somewhat Unlikely
- Very Likely
- Extremely Likely

7) What can Sunrise do to make us your primary distributor?

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8) How can Sunrise establish a better “Working with you” relationship?

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9) What Products or Product lines should Sunrise look at adding to their line card?

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Customer Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing products and services in the future.

Please Fax to (877) 993 – 2948 upon completion.

If you have any comments or concerns about this survey please contact:

Sunrise National Distributors  
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