



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name Margaret Demar
Address 26359 Stillwater Cr.
Punta Gorda FL 33955

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction		✓		
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Margaret Demar
Customer Signature

9/1/06
Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-0477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name ABBY WILLIAMS
Address 710 15TH ST. SW
NAPLES FL 34117

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking	X			
Project Management				
Installer's Knowledge	X			
Installer's Workmanship	AUSOM			
Product Satisfaction	✓			
Overall Job Appearance	GREAT			
Overall Job Satisfaction	LOVE-LOVE-LOVE			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____


Customer Signature

2 1 7 1 0 7
Date of Project Completion



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 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

SOUTHERN
SIDING

Customer Name BRAD'S PAWS COUNTRY CLUB

Address 2500 GOLDEN GATE BLVD

NAPLES 34105

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

NOTHING

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

[Signature]
Customer Signature

8 1 30 1 06
Date of Project Completion

Subject : Re: hawk photos
Date : Sun, 1 Oct 2006 20:22:00 -0400
Linked to : Ken Lance
From : Ken Lance
To : Jim Atkins

Jim...the pics came through "loud" and clear. Thanks a million...great pics. We can see that tree clearly through our new window. Ken Lance

-----Original Message-----

>From: Atkins <jatki>
>Sent: Sep 30, 2006 7:58 AM
>To: Ken Lance <lkandp@earthlink.net>
>Subject: hawk photos
>
> Ken and Priscilla,
>Attached are the photos of the hawk we saw in across the pond while I was at your house. Let me know if you have any problem with the file.
>Jim Atkins
>Southern Siding
>(239)444-1000

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 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Mark Weddell
 Address 219 24th ST NE
Bradenton FL 34208

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking	X			
Project Management	X			
Installer's Knowledge	X			
Installer's Workmanship	X			
Product Satisfaction	X			
Overall Job Appearance	X			
Overall Job Satisfaction	X			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Mark Weddell
Customer Signature

07/21/2006
Date of Project Completion



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Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name JUSAN SCARFF
Address 10282 VANDERBILT DR
NAPLES, FL 34108

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

J. Scarff
Customer Signature

7 1 1 0 6
Date of Project Completion



Customer Satisfaction Survey

Main 239-444-1000
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ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name CYNTHIA HUNTER
Address 3840 Outer Dr.
NAPLES, FL 34112

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge			X	
Salesperson's Helpfulness	X	X		
Measurement Checking	X			
Project Management				
Installer's Knowledge	X			
Installer's Workmanship	X	X		
Product Satisfaction	X	X		
Overall Job Appearance	X			
Overall Job Satisfaction		X		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

[Signature]
Customer Signature

1/1
Date of Project Completion

Customer Satisfaction Survey

SOUTHERN
SIDING

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 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Everett W. Pope
 Address 6471 PBA Dr.
N. Ft. Myers, Fla. 33917

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓	Very good		
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____


 Customer Signature

7 1 12 106
 Date of Project Completion



Customer Satisfaction Survey

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Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

A Name You Can Trust

Customer Name

Michael & DENISE CARRO

Address

3836 CORINTHIAN WAY

NAPLES FL. 34105

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Nothing, from beginning to end handled 100% to satisfaction!

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative

James, 5'11" 190 lbs

Phone number

(239) 332-3218

Address

3540 Corinthian way

(neighbor)

Customer Signature

Date of Project Completion

Aug 23, 06

Almost Completed
Back Louie 77



Customer Satisfaction Survey

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Molly Badham
 Address 4461 1st St PL SW
Naples, FL, 34116

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Job was great.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Molly Badham
 Customer Signature

7, 25, 06
 Date of Project Completion



Customer Satisfaction Survey

SOUTHERN
SIDING

Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name Seth Fogelman

Address 1229 Nottingham Dr

Naples FL 34109

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative Jeremy Davis

Phone number 239-261-7770

Address 1229 Nottingham Dr

Seth Fogelman
Customer Signature

12, 15, 26
Date of Project Completion



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Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name Gordon, Ron & Donna
Address 1204 Treasure Ct
Marco Island Fl. 34145

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		X		
Salesperson's Helpfulness		X		
Measurement Checking		X		
Project Management		X		
Installer's Knowledge	X			
Installer's Workmanship	X			
Product Satisfaction	X			
Overall Job Appearance	X			
Overall Job Satisfaction	X			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Ron Gordon
Customer Signature

3, 20, 06
Date of Project Completion

Mr. & Mrs. Bernard M. Cunningham
20480 Chapel Trace
Estero, Fl. 33928
239-99

April 18, 2006

Mr. Willie Riley
Southern Siding
25090 Bernwood Drive N.
Bonita Springs, Fl. 34135

Dear Mr. Reilly:

Please don't forget your promise to pick a good, solid installation crew to put up my panels. I deeply appreciate all your help throughout this entire process.

Southern Siding is lucky to have an employee with your high standards of integrity.

Very truly yours,


Bernard Cunningham



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Main 239-444-1000
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Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name Daniel Brunfield
Address 4532 N. Shade Ave.
Sarasota, FL. 34234

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Daniel Brunfield
Customer Signature

7, 21, 06
Date of Project Completion



Customer Satisfaction Survey

Main 239-444-1000
Naples 239-261-7770
Fl. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name LARI McAlonis
Address 1033 RIDGE ST
Naples FL 34109

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____


Customer Signature

07, 12, 06
Date of Project Completion



Customer Satisfaction Survey

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Mark Weddell
 Address 219 24th St NE
Broadenton, FL 34208

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		X		
Salesperson's Helpfulness		X		
Measurement Checking		X		
Project Management		X		
Installer's Knowledge		X		
Installer's Workmanship		X		
Product Satisfaction		X		
Overall Job Appearance		X		
Overall Job Satisfaction		X		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative my in-laws
 Phone number _____
 Address _____

Mark Weddell
 Customer Signature

6-12-10
 Date of Project Completion

July 20 2006

Southern Siding
25090 Bernwood Drive N.
Bonita Springs, FL. 34135

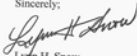
Attn: Mr. Jim Atkins

I am writing to Southern Siding as a very Satisfied Customer and to compliment you on your good fortune to have Mr. Michael Halick in your employ.

Mr. Halick is an extremely talented installer of Windows and Vinyl siding, and did a wonderful job on my home. He was very through in his work, and paid attention to every detail. You should be extremely proud to have him on your staff.

Many of my neighbors and come by and admired his work., so some of them might be calling you in the future..Again, thanks for a good job, and extend my regards to Mr. Halick.

Sincerely;



Lynn H. Snow
121 Mediterranean Way
Naples, FL. 34104

Jim,

Thank you! The house looks wonderful. It doesn't look like the same house - Thank goodness! Tell Eric & Rich thanks too.

Candy Bifurc

2/9/01

Thank you

Construction crew was very
professional and the complete
job was done correctly.

Thank you

Helma Zucher



N
Ft.
Sa
Tel
Fo

Great job
everyone!

A Name You Can Trust

ON SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?

1 2 3 4 5

Did our sales representative arrive on time?

Yes A little early 10-Minutes late 15-Minutes Late Over 15-Minutes

Was our sales representative professional and courteous?

1 2 3 4 5

Did our sales Representative thoroughly answer all of your questions?

1 2 3 4 5

Did our Sales Representative thoroughly explain the terms of your contract and job specifications?

1 2 3 4 5

Did our installation team arrive on time?

Yes No

Was your installation handled professionally and courteously?

1 2 3 4 5

Is the workmanship what you expected?

1 2 3 4 5

Would you refer our company to a friend or family member?

Yes No

Additional comments:

Good Job!!

E. C. Poulsen
1403 Duhannet Ct
Fort Myers, FL 33919



Scott & Lesley Robertson
18151 Old Dominion Court
Fort Myers, FL 33908
(941) 267-8199

October 4, 2000

Southern Siding
Attn: Jim Atkins
5051 Castello Drive
Suite 212
Naples, FL 34103

Re: Brian Roberts


Dear Mr. Atkins,

Just a quick note to let you know what a great job Brian Roberts is doing on the trim siding at our home.

Each day he is friendly, hard-working and extremely detail-oriented. He has gone out of his way to ensure a quality job and spends extra time each day cleaning up his razors and screws so that our children (and car tires) are safe.

Please pass along our sincere appreciation for a job well done.

Sincerely,



Scott Robertson

P.S. Please have Don contact me. After we completed the bid, Don and I found that the front porch columns needed replacing and we were going to discuss and add to the job.

12/12/03

ROBERT E. & MARILYN R. OSBORNE

1212 E. 15th Ave
Bonita Springs, FL 34135
(813) 531-1980
www.osborne.com

December 12, 2003

Jim & Robin Atkins
Southern Siding
Bonita Springs, FL 34135

Greetings Jim & Robin:

Thank you for the nice Christmas Greetings Card.

It is nice to know you remember your past customers in this way, we love our new windows for sound proofing plus the savings in heating and cooling so you get no complaints from this corner, how about that?

My wife and I extend best wishes to you both for a very Merry Christmas and a very profitable New Year.

Sincerely,

Bob & Rose Osborne

Jim Miller
504 Casey Key Road
Nokomis, FL 34275

5/29/02

Jim Atkins
Southern Siding
5051 Castello Drive, Suite 212
Naples, FL 34103

Dear Jim,

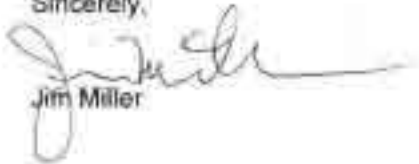
I am writing to let you know how pleased we are with the job that Southern Siding did on siding our home. The installation was very professional. Your crew worked 10 to 12 hour days to complete the work in a timely manner. They definitely knew what they were doing.

When we decided that we wanted to go with vinyl siding, we knew that it would be important to make sure that we got a "quality job". Although your estimate was higher than others, we feel confident that your crew knew what they were doing.

We realize that a good portion of the cost of the entire siding job is in the details that you don't actually see. We chose Southern Siding because proper installation is very important to us.

Thank you for your professional business manner.

Sincerely,


Jim Miller

To the Southern Siding employees:

I would like to thank the people that sided our house in Wakeelia. The guys (from N. Y.) did an excellent job, not only was it done professionally, they were very courteous and went out their way to make us happy. Don McLendon was very helpful in making suggestions on the best way to do a couple of things that had me kind of puzzled. If you should ever need a recommendation, don't hesitate to give them our names, we would be more than happy to give anyone our opinion of your company and especially your employees.

Thanks again,

Ron & Mindy Koster

Ronald Koster

For balance due on Front
Window. James did a great job.

Thanks!

Joe Kymnicki

Subj: Thank you
Date: 10/5/01 10:03:41 PM Eastern Daylight Time
From: DT CATLIN
To: Southcorpjim

I apologize for not getting back to you today. I received your message and left work early and completely forgot until I received your check in today's mail. Thank you very much for your speedy return of the spent money. I appreciate your quick response and the job is finished and everything is very satisfactory. Please tell Eric not to be too upset. It was an accident. This is a very strange house. The plumber said he has seen this type of accident many times before. I guess it was not unusual. I am glad that we caught it quickly and no further damage was done. the rug and pad have finally dried and we are back to normal.

Please tell Jim that during the storm we had no leakage at all (except the pipe-that doesn't count). As he predicted the woman next door that had new windows and siding had the front & side windows leak. She lost her carpet and pad in 1 room completely and was very wet in another as was her drywall. So far she hasn't been able to get her company to get here to look at it

Again I thank you very much. If Jim needs help up this way I bet he could train David very quickly and David needs a job. At any rate Southern Siding has a very good PR person here in Bradenton. You may use our house and us as a reference any time. If you would like me to write a letter let me know.

Hope you are both well.
Sharon Catlin



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Customer Name Peter Evans
 Address 16900 S. TAMiami TR.
Ft. Myers, FL 33908

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

More Notice (but it was explained)

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Peter Evans
 Customer Signature

Feb 1 24, 2006
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Russ Cornell
 Address 135 ~~Wagon~~ Bristol Ln
Naples

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Nothing

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Russ Cornell
 Customer Signature

2/21/06
 Date of Project Completion



Customer Satisfaction Survey

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 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Buddemeyer Construction Corp.

Address 11 Templewood
MARCO ISLAND, FL. 34146

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	1			
Salesperson's Helpfulness				
Measurement Checking				
Project Management				
Installer's Knowledge				
Installer's Workmanship				
Product Satisfaction				
Overall Job Appearance				
Overall Job Satisfaction				

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

[Signature]
Customer Signature

2, 22, 06
Date of Project Completion

Peter & Carol La Morte
22445 Fountain Lakes Blvd.
Estero, FL 33928

April 1, 2003

Southern Siding
25090 Bernwood Dr. N
Bonita Springs, FL 34135

Dear Sir/Madam,,

Enclosed is payment for siding work done at 22445 Fountain Lakes Blvd. Sorry if there was any misunderstanding regarding payment, or when it was made to be more precise. Thank you for the great work, Joe and Bobby were very thorough and efficient. It seems like we made a good choice in using your services.

Sincerely,

Peter & Carol La Morte

A handwritten signature in cursive script, appearing to read "Peter La Morte".



January 20th 2000.
Ft. Charlotte, FL.

Gentlemen -

Having recently had the soffits, et. replaced on our 2476 Picnic St. home, we are very pleased with the results of your company's work. Steve Shaw worked dilligently to produce the best effects - one that's very pleasing to the eye, as well as practical for a climate of diverse weather patterns. He also left the place spotlessly clear.

We wouldn't hesitate to recommend your company's good work to friends and colleagues. Steve's work was carried out in a thorough and timely manner. He has lots of energy, as he rarely takes a break! Simply, he seems to enjoy this work.

Thankyou for your follow-up.

Sincerely,
Walter & Sheila
Soestmeyer



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name EMILY B DOUGLAS
 Address 555 CHERT COURT
SANIBEL, FL 33957

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		X		
Salesperson's Helpfulness		X		
Measurement Checking		X		
Project Management		X		
Installer's Knowledge		X		
Installer's Workmanship		X		
Product Satisfaction		X		
Overall Job Appearance		X		
Overall Job Satisfaction		X		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Emily B Douglas
 Customer Signature

12, 9, 05
 Date of Project Completion



"A NAME YOU CAN TRUST"

Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales representative arrive on time? Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales Representative thoroughly answer all of your questions? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our Sales Representative thoroughly explain the terms of your contract and job specifications? <input type="checkbox"/> Excellent <input checked="" type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our installation team arrive on time? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Was your installation handled professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Is the workmanship what you expected? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Would you refer our company to a friend or family member? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: The WORKERS SENT to DO this job
were great, Hard working + knowledgeable. Did a
very PROFESSIONAL job on a difficult REPAIR
job. USE ME as a Reference any time

Jim Cukla



Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

A Name You Can Trust

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 5 being the best and 1 being the worst, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/>
Did our sales representative arrive on time? Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/>
Did our installation team arrive on time? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Was your installation handled professionally and courteously? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/>
Is the workmanship what you expected? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input checked="" type="checkbox"/> 5 <input type="checkbox"/>
Would you refer our company to a friend or family member? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: _____



Southern Corporation of Naples
 25090 Bernwood Drive North
 Bonita Springs FL 34135
 239-444-1000

STATEMENT

Statement Date: 12/20/2005

License: CG-C055944

Billed To: Mulvey, Rose
 9713 Keel Ct.
 Ft. Myers FL 33919

Project: Mulvey, Rose
 9713 Keel Ct.
 Ft. Myers FL 33919

Invoice#	Due Date	Description	Amount	Paid/Credit	Now Due
14267	Payment: 12/08/2005	BALANCE		04/25/2005	
	Payment:	2605		12/09/2005	
Totals:					

*My contact is Mr. Willie Riley - has been
 very ~~very~~ satisfactory.
 He is your (best) employee*

Current	1-30 Days	31-60 Days	61-90 Days	91+ Days	Retention
0.00		0.00	0.00	0.00	0.00

Please Pay This Amount

Protect your credit by paying this bill immediately!

Contract Summary

Original Contract Amount _____
 Net Changes to Date _____
 New Contract Amount _____
 Total Invoiced to Date _____
 Remaining Balance on Contract _____

U.UU

*Terms: All invoices are due and payable immediately upon receipt. A service charge of 18.00% per annum will be computed on all amounts overdue on regular statement dates.
 Thank you for your prompt payment.*

October, 2003

To Whom It May Concern:

Although my home is only fourteen years old, the original siding and wood trim were literally rotting away. Over the years, I had repainted this home 4 times and made numerous repairs to the siding and trim. Faced with yet another repair and repainting project, I decided to investigate replacing the siding, a daunting project in and of itself.

I decided upon Southern Siding because I was convinced that the quality of the product was exceptional, the warranty was the best I could find, and the company was highly reputable.

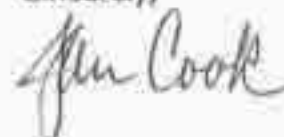
As the work began, I was immediately impressed with the professionalism and expertise of the two gentlemen who were installing my new siding. I only know their first names, Shawn and Tom. As another home in my neighborhood was also having new siding installed (by a different company), I was able to compare the workmanship on a daily basis as the installation progressed. The difference was easily observed and I could not be more pleased with the finished product. The new siding on my home is beautiful...in my opinion and in the opinion of many neighbors who have stopped by and commented so positively (and enthusiastically) on my home's new look.

However, the quality of the product used by Southern Siding would not matter if the installation of it had been poor, hurried or careless. Shawn and Tom's workmanship was outstanding down to the smallest detail. The times when I was home during the installation were infrequent, however, when I was home and had some time to interact with Shawn and Tom, I was impressed with their professional, polite, and courteous manner. During those times I also realized that putting new siding on a house is hard physical work and Shawn and Tom worked tirelessly and hard! At one point I realized that I needed to replace the outside light fixtures. I brought the new fixtures to work to get some help in putting them together. One of my co-workers who had been following the progress of the project told me I would probably be charged extra to install these new lights even though they would simply be replacing the old ones, or I would arrive home and find them in the boxes, not installed. "That's the way these companies work", I was told. Well, maybe other companies, but not Southern Siding and certainly not Shawn and Tom. On the day of final installation I arrived home to find the new lights installed with no notice of an "extra charge" in sight! Thank you so much for doing this. My lawn, driveway and patio were cleaned of any and all debris - not a nail or piece of wood or siding in sight! Everything replaced and in order. I also want thank Shawn and Tom for working while being "serenaded" by Chubbs, my dog, who found their activity most exciting and probably followed their progress by barking a good deal of the time. My apologies.

The true character of a company is often revealed when there is a problem, large or small. When I noticed that the trim was not the color I had chosen, I was once again told by my pessimistic co-worker that I would now see "what the company was made of". He told me to expect the worst. What I got was the best and most responsible and professional response possible. The trim would be replaced in a timely manner. No denial, no argument, no problem.

Based on my positive experience, I would recommend Southern Siding to anyone and want to thank you for giving me such a beautiful "new" home. Special thanks go to Shawn and Tom. The installers have daily contact with your customers and these two gentlemen could not have represented your company in a more positive light, through their work ethic and their workmanship.

Sincerely,





Customer Satisfaction Survey

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

A Name You Can Trust

Customer Name DOUGLAS M GAUCHAT
 Address 1606 ABALOM STREET
Port Charlotte FL 33980

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking	X			
Project Management	X			
Installer's Knowledge	X			
Installer's Workmanship	X			
Product Satisfaction	X			
Overall Job Appearance	X			
Overall Job Satisfaction	X			

If you could change anything about your experience with our company, what would it be?

NONE

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative NONE

Phone number _____

Address _____

Douglas M Gauchat
 Customer Signature

28 June 2005
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name BARBARA PASTOR
 Address 6350 OLD MAHOGANY CT.

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓ +			
Salesperson's Helpfulness	✓ +			
Measurement Checking	✓ +			
Project Management	✓ +			
Installer's Knowledge	✓ +			
Installer's Workmanship	✓ +			
Product Satisfaction	✓ +			
Overall Job Appearance	✓ +			
Overall Job Satisfaction	✓ +			

If you could change anything about your experience with our company, what would it be?

No, sales person Willey was extremely efficient and customer oriented, installer was great as well.

Thank you Barbara Pastor

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Barbara J Pastor
 Customer Signature

1 1 6 1 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name George Karambelias
 Address P.O. Box 1032
Bonita Blk FL 34134

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	↓			
Salesperson's Helpfulness	↓			
Measurement Checking	↓			
Project Management				
Installer's Knowledge		↓		
Installer's Workmanship		↓		
Product Satisfaction		↓		
Overall Job Appearance	↓			
Overall Job Satisfaction		↓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative Job Site Referral

Phone number _____

Address _____

Customer Signature 

8 19 105
 Date of Project Completion

Customer Satisfaction Survey



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

A Name You Can Trust

Customer Name Brian Truschinger
 Address 18390 Sunflower Rd
Fort Myers, FL 33912

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking	X			
Project Management <i>see comments</i>		X		
Installer's Knowledge " "		X		
Installer's Workmanship " "		X		
Overall Job Appearance	X			
Overall Job Satisfaction	X			

Please give us any comments that you think we should know.

The project was completed and looks great. The only reason I put these lower remarks was the first crew was not on the job very much. After about 1 week, John put a new crew out, Christian and his helper, and they did great work. They were also super polite and friendly. Make sure that you do what you can to keep them at your company. Please

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative ?? - most of our friends down here rent or just bought new in the ca

Phone number _____

Address _____

[Signature]
 Customer Signature

One of my friends just moved back. I can send you his address when he moves out of the area.
03 1 02 1 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Ann Crain
 Address Idaho St.

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge				
Salesperson's Helpfulness				
Measurement Checking				
Project Management				
Installer's Knowledge				
Installer's Workmanship				
Product Satisfaction				
Overall Job Appearance				
Overall Job Satisfaction				

Don was friendly + did a good job - worked hard.

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. **Please tell us about a friend or relative who might benefit from our services.**

Your friend, neighbor or relative _____

Phone number _____

Address _____

Customer Signature _____

9 / 8 / 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Paige Tart
 Address 225 St. Andrews Blvd
Naples, FL 34113

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

the overall customer service from time of contract to time of installation. More followup on what was going on and why it was taking so long to take care of my job I had contracted you to do.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Paige Tart
 Customer Signature

9, 27, 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Rickel, Charles + Caryn
 Address 499 Ponce De Leon Rd.
Sevibel, FL 33957

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

Please give us any comments that you think we should know.

Very good customer service. - Shelly was very helpful.
- Also the installer named "Monty" was excellent and
very hard working.
Glad screen door was corrected, when error was discovered.
Thank you for the prompt correction. Excellent job.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative in future will refer -

Phone number - may want to carry a (circuit protector box) - in case an
outlet gets over-loaded it prevents circuit fuse from going off
inside house, in case people aren't home. Believe it's plugged in outside
 Address outlet, + then tools plug into it. - if fuse blows, the box to put in back on
is outside with plug.

Charles Rickel
 Customer Signature

4 1 6 1 2005
 Date of Project Completion



Customer Satisfaction Survey

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

A Name You Can Trust

Customer Name Barr / Barnes
 Address 2002 Bal Harbor Blvd
Punta Gorda

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Really enjoyed working with your company

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Barr Barnes
 Customer Signature

08.16.05
 Date of Project Completion



Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?

Excellent Good Average Poor

Did our sales representative arrive on time?

Yes A little early 10-Minutes late 15-Minutes Late Over 15-Minutes late

Was our sales representative professional and courteous?

Excellent Good Average Poor

Did our sales Representative thoroughly answer all of your questions?

Excellent Good Average Poor

Did our Sales Representative thoroughly explain the terms of your contract and job specifications?

Excellent Good Average Poor

Did our installation team arrive on time?

Yes No

Was your installation handled professionally and courteously?

Excellent Good Average Poor

Is the workmanship what you expected?

Excellent Good Average Poor

Would you refer our company to a friend or family member?

Yes No

Additional comments: I was extremely pleased. Aaron C. did alot to
get the insurance money we deserved. Except for having a
long initial starting phase of our house, the work was great. The
first crew was nice but took awhile to progress; That crew also
left and needed to be replaced. Christian and his helper did great
work.



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Henry Turgeon
 Address 190 Starfish Circle
Fort Myers Beach, FL 33931

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

Please give us any comments that you think we should know.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Henry J. Turgeon
 Customer Signature

3 18 105
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Jim & Nancy Spiets
 Address 2205 Kismet Pkwy E
Lepe Coral, FL 33408

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking	X			
Project Management	X			
Installer's Knowledge	X			
Installer's Workmanship	X			
Overall Job Appearance	X			
Overall Job Satisfaction	X			

Please give us any comments that you think we should know.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative None at this time but when we
 Phone number come across someone we will different
 Address 09 50

[Signature]
 Customer Signature

4 21 05
 Date of Project Completion



CONTRACT INVOICE

Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

A Name You Can Trust

Invoice#:13219
Invoice Date:08/12/2003
Due Date:08/12/2003
Order:

TO: Ryan, Tom and Ann
Marco Island FL 34145

PROJECT: Ryan, Tom & Ann
Marco Island FL 34145

Description	Amount
BALANCE	

Bob,

We are absolutely delighted with
result!

Tom Ryan

Please Pay This Amount

A service charge of 18.00 % per annum will be charged on all amounts overdue on regular statement dates.
Please make check payable to Southern Corporation of Naples
Thank You for your prompt payment!



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Gene & Betty Bretoi
 Address 5065 Commonwealth Dr.
SARASOTA, FL 34242

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

The company performed as promised. I highly recommend them. The installers were courteous and conscientious.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative I will send customers in the future

Phone number _____

Address _____

Gene Bretoi
 Customer Signature

12/16/2005
 Date of Project Completion



Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-261-1917

A Name You Can Trust

Re: Hickory Blvd. -
MORRIS Residence.

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our sales representative arrive on time?
Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous?
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions?
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications?
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our installation team arrive on time?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Was your installation handled professionally and courteously?
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Is the workmanship what you expected?
1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Would you refer our company to a friend or family member?
Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: I just came to the house where you did
the job. I am very pleased. Thanks a lot.
I'll recommend you highly.
March 27, '03 Blair Perrow



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Irma + Margaret Taylor
 Address 3106 Maplewood Rd 1
Punta Gorda FL 33982

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

I would not change anything.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

[Signature]
 Customer Signature

9-13-05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name C L Austin
 Address 415 Meadowlark Ln
Naples 34105

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

Just keep doing a good job.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. **Please tell us about a friend or relative who might benefit from our services.**

Your friend, neighbor or relative _____

Phone number _____

Address _____

C L Austin
 Customer Signature

8, 9, 05
 Date of Project Completion

Customer Satisfaction Survey

SOUTHERN SIDING

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name ROB CHRISTOPHERSEN

Address 13 PALMVIEW BLVD
FT. MYERS BEACH FL 33931

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

BOTH TEAM INSTALLERS WERE GREAT

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

[Signature]
 Customer Signature

1 1 5 1 2006
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Jackie Hidalgo
 Address 702 Felix Ave
Lehigh Acres FL 33971

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking			✓	
Project Management			✓	
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

The workers were very nice to work & they knew what they were doing.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number 239.410.2405

Address 702 Felix Lehigh Acres FL 33971

[Signature]
 Customer Signature

12, 22, 05
 Date of Project Completion



Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-261-1917

A Name You Can Trust

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales representative arrive on time?				
Yes <input checked="" type="checkbox"/>	A little early <input type="checkbox"/>	10-Minutes late <input type="checkbox"/>	15-Minutes Late <input type="checkbox"/>	Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our installation team arrive on time?				
Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			
Was your installation handled professionally and courteously?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Is the workmanship what you expected?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Would you refer our company to a friend or family member?				
Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			

CLIFFORD O. GORDEN
 ELLEN M. GORDEN
 3190 POINCIANA DR.
 NAPLES, FL 34105

Additional comments: _____



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Audrey + Bob Sargent
 Address 113 Bristol Lane
Naples, FL 34112

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	with Jim only			
Salesperson's Helpfulness	w/Jim only			
Measurement Checking	only Rob			
Project Management	only Rob			
Installer's Knowledge	only Josh			
Installer's Workmanship	only Josh			
Product Satisfaction	only Josh			
Overall Job Appearance	only Josh			
Overall Job Satisfaction	only Josh			

PS. Thank you Josh + Rob for all you have done to make things RIGHT. Keep up the excellent work. Thank you - Audrey + Bob.

If you could change anything about your experience with our company, what would it be?

NONE

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Audrey M. Sargent
 Customer Signature

06 1 16 1 05
 Date of Project Completion



Customer Satisfaction Survey

John Friedman

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name LISA Bodnar

Address 206 Soursop

Punta Gorda, FL 33955

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

Please give us any comments that you think we should know.

John was very professional & helpful, and kind!
My only complaint was being told a different start date over and over. I'm glad it done and it looks great.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Lisa Bodnar
Customer Signature

4 1 11 105
Date of Project Completion



Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-261-1917

A Name You Can Trust

Project: Dick Lassy
 490 Marian Rd.
 Sanibel

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales representative arrive on time?				
Yes <input checked="" type="checkbox"/>	A little early <input type="checkbox"/>	10-Minutes late <input type="checkbox"/>	15-Minutes Late <input type="checkbox"/>	Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our installation team arrive on time?				
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>			
Was your installation handled professionally and courteously?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	5 <input type="checkbox"/>
Is the workmanship what you expected?				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Would you refer our company to a friend or family member?				
Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			

Additional comments: *Our only complaint was communication with the times the Installer was arriving to do the work. They would not arrive when promised, and it made our scheduling difficult.*



Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-261-1917

A Name You Can Trust

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our sales representative arrive on time? Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Did our installation team arrive on time? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Was your installation handled professionally and courteously? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Is the workmanship what you expected? 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input checked="" type="checkbox"/>
Would you refer our company to a friend or family member? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: _____
_____ *Good Job!!* _____



Customer Satisfaction Survey

SOUTHERN
SIDING

Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name Gladys P Garcia
Address 714 - 103rd Ave
Naples FL 34108

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative William McCully
Phone number 598-2519
Address 714 - 103rd Ave.

Gladys P Garcia
Customer Signature

Jan 10th 2006
Date of Project Completion



Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?

Excellent Good Average Poor

Did our sales representative arrive on time?

Yes A little early 10-Minutes late 15-Minutes Late Over 15-Minutes late

Was our sales representative professional and courteous?

Excellent Good Average Poor

Did our sales Representative thoroughly answer all of your questions?

Excellent Good Average Poor

Did our Sales Representative thoroughly explain the terms of your contract and job specifications?

Excellent Good Average Poor

Did our installation team arrive on time?

Yes No

Was your installation handled professionally and courteously?

Excellent Good Average Poor

Is the workmanship what you expected?

Excellent Good Average Poor

Would you refer our company to a friend or family member?

Yes No

Additional comments: _____



Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales representative arrive on time? Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales Representative thoroughly answer all of your questions? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our Sales Representative thoroughly explain the terms of your contract and job specifications? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our installation team arrive on time? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Was your installation handled professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Is the workmanship what you expected? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Would you refer our company to a friend or family member? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: _____



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name ROBERT CROCKER
 Address 408 DANAY AVE.
NAPLES FL. 34113

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓	MONTY		
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative ✓

Phone number _____

Address Robert Crocker

Hickie Crocker
 Customer Signature

1 / 1
 Date of Project Completion

Done -

Thank you very much!

R. Rogers



Naples 941-261-7770
 Ft. Myers 941-765-7774
 Sarasota 941-363-9477
 Ocala 352-401-1888
 Toll Free 800-557-7006
 Fax 941-261-1917

A Name You Can Trust

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales representative arrive on time?	Yes <input checked="" type="checkbox"/>	A little early <input type="checkbox"/>	10-Minutes late <input type="checkbox"/>	15-Minutes Late <input type="checkbox"/>	Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input checked="" type="checkbox"/>	5 <input type="checkbox"/>
Did our installation team arrive on time?	Yes <input checked="" type="checkbox"/>	No <input checked="" type="checkbox"/>	<i>The first team excellent 2nd ones did not show at all once the other times</i>		
Was your installation handled professionally and courteously?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Is the workmanship what you expected?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Would you refer our company to a friend or family member?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<i>Again second team not as professional</i>		

Additional comments: *Ed impressed us constantly with his expertise, professional in speed & work ethic. Amazing. Garmie who finished the job was full of excuses but was OK once he was here. We did not like the amount of time it took to finish the job even though we understood the complications. The problems should have been anticipated.*



Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-261-1917

A Name You Can Trust

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Please base your responses on a level of 1 to 5, 1 being the worst and 5 being the best, unless otherwise indicated. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input checked="" type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Did our sales representative arrive on time?	Yes <input checked="" type="checkbox"/>	A little early <input type="checkbox"/>	10-Minutes late <input type="checkbox"/>	15-Minutes Late <input type="checkbox"/>	Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our sales Representative thoroughly answer all of your questions?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our Sales Representative thoroughly explain the terms of your contract and job specifications?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Did our installation team arrive on time?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	yes, once the initial starting delay was resolved.		
Was your installation handled professionally and courteously?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Is the workmanship what you expected?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input checked="" type="checkbox"/>
Would you refer our company to a friend or family member?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>			

Additional comments: Please note - our physical address is 29265 High Seashn. Bonita Springs, FL 34135 - this is also our new mailing address. The one you have is 27241 High Seashn. I made charges on warranty card. Thanks. Our installers, Brian & Johnny, were great!

Customer Satisfaction Survey



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

A Home You Can Trust

Customer Name Bruce Gray
 Address 478 Seabee Ave.
Naples FL 34108

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Nothing

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative Lou Chiara (needs pool cage)
 Phone number 475 Seabee Ave, Naples FL
 Address _____

Bruce Gray
 Customer Signature

1 1 9 1 06
 Date of Project Completion



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Dumschott
 Address 5100 Latham Trce.
Port Charlotte, FL 33981

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Customer Signature _____

01/04/05
 Date of Project Completion



Customer Satisfaction Survey

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name GORDON KOTTKE
 Address 235 BAYFRONT DR
BUNTA SP FL 34134

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		X		
Salesperson's Helpfulness		X		
Measurement Checking		X		
Project Management		X		
Installer's Knowledge	X			
Installer's Workmanship	X			
Product Satisfaction		X		
Overall Job Appearance	X			
Overall Job Satisfaction	X			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Gordon Kottke
 Customer Signature

12 129 1 06
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Gene Rogers
 Address 881 Roseway
Naples, FL 34107

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking		N/A		
Project Management				
Installer's Knowledge		X		
Installer's Workmanship		X		
Product Satisfaction	X			
Overall Job Appearance	X			
Overall Job Satisfaction	X			

If you could change anything about your experience with our company, what would it be?

Could have been done in a more timely fashion

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Gene Rogers
 Customer Signature

10/4/05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name DENNIS McMANIS
 Address 5936 JAMES PLUM LN
BRADENTON, FL 34209

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Dennis McManis
 Customer Signature

01 103 106
 Date of Project Completion

----- Forwarded Message -----

From: "Ratings@ServiceMagic.com" <ratings@mp.servicemagic.com>

To:

Date: Tue, 8 Nov 2005 08:49:23 -0700 (MST)

Subject: You Have a New ServiceMagic Rating and Review



ServiceMagic Rating & Reviews

Congratulations! The Rating and Review below has been approved and added to your website. Every time you match to a lead in the future, potential customers will be able to read this review and see what an excellent job you did. As you well know, potential customers place great importance on comments made by previous customers so these comments will undoubtedly help you win more jobs in the future.

In addition, with at least one *Customer Rating & Review*, you are eligible for ServiceMagic's one-to-one matching service called Exact Match. Click the link below to read more about Exact Match. [Click Here to read more](#)

Ratings and Reviews are only one section of the profile we present to consumers to help them determine which professional to use. We also allow you to provide promotions, awards, overview, references and expertise. [Click here](#) to view or update your profile information.

	Very Poor	Poor	Fair	Good	Very Good
Southern Siding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Budget	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Customer Comments:

Congratulations again and thanks for satisfying another ServiceMagic customer!

Best Regards,

Ratings and Reviews



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name James Albaugh
 Address 27097 Badger Dr
Punta Gorda, FL 33955

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	X			
Salesperson's Helpfulness	X			
Measurement Checking	X			
Project Management	X			
Installer's Knowledge	X			
Installer's Workmanship	X			
Product Satisfaction	X			
Overall Job Appearance	X			
Overall Job Satisfaction	X			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Debra Albaugh
 Customer Signature

12, 20, 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Rose Mulvey, R.N.
 Address 9713 Keel Ct
FT MYERS, FL 33919

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction				
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Less delays - 8 months - waiting period too long
Derek and Michael were exceptional.
Overall performance excellent

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative Daughter - Sharon Siggs -
 Phone number 239-939-7102 or 239-694-1205
 Address Honeysuckle Lane - Ft. Myers, FL 33908
(Plantation)

(Kate) Rose B. Mulvey
 Customer Signature 12/22/2005
 Date of Project Completion

Subj: You Have a New ServiceMagic Rating and Review
Date: 4/1/2005 1:07:46 PM Eastern Daylight Time
From: ratings@mp.servicemagic.com
Reply-to: Ratings@ServiceMagic.com
To: _____
 Sent from the Internet (Default)



ServiceMagic Rating & Reviews

Congratulations! The Rating and Review below has been approved and added to your website. Every time you match to a lead in the future, potential customers will be able to read this review and see what an excellent job you did. As you well know, potential customers place great importance on comments made by previous customers so these comments will undoubtedly help you win more jobs in the future.

In addition, with at least one *Customer Rating & Review*, you are eligible for ServiceMagic's one-to-one matching service called Exact Match. Click the link below to read more about Exact Match. [Click Here to read more](#)

Ratings and Reviews are only one section of the profile we present to consumers to help them determine which professional to use. We also allow you to provide promotions, awards, overview, references and expertise. [Click here](#) to view or update your profile information.

	Very Poor	Poor	Fair	Good	Very Good
Southern Siding					
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Budget	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Customer Comments:

very good

Congratulations again and thanks for satisfying another ServiceMagic customer!

Best Regards,

Ratings and Reviews
 ServiceMagic, Inc.



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name FORBIS
 Address 2770 COACH HOUSE LANE
NAPLES FL

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. **Please tell us about a friend or relative who might benefit from our services.**

Your friend, neighbor or relative _____

Phone number _____

Address _____

Mel Forbis
 Customer Signature

8 1 16 1 25
 Date of Project Completion

Customer Satisfaction Survey



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

A Name You Can Trust

Customer Name Cora Vallee
 Address 814 Caribbean Ct

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Cora Vallee
 Customer Signature

1, 17, 06
 Date of Project Completion

Customer Satisfaction Survey



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name JOHN McCULLOCH
 Address 190 TORREY PINES PT
NAPLES, FL 34112

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

John McCulloch
Customer Signature

11/27/06
Date of Project Completion

Customer Satisfaction Survey



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

A Name You Can Trust

Customer Name Henry Turgon
 Address 190 Starfish Circle
Fort Myers Beach FL 33931

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking	✓			
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Henry J. Turgon
 Customer Signature

1 / 1
 Date of Project Completion



Customer Satisfaction Survey

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

If Name Not On Truck

Customer Name ANTHONY CESARIO
 Address 357 IVYWOOD LN.
NAPLES, FL. 34112

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative Irene Snyder
 Phone number 209-425-1114
 Address 34 Ivywood Ln.

Myra Cesario
 Customer Signature

11/25/06
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name LISA SCHANZ
 Address 226 Ogden St.
Sarasota, FL 34242

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge			✓	
Salesperson's Helpfulness			✓	
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

Length of time, but I understand

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Lisa Schanz
 Customer Signature

11/20/06
 Date of Project Completion

Customer Satisfaction Survey



Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Please Print Name and Address

Customer Name Michael LEONARD
 Address 18151 OLD DOMINION COURT
FT. MYERS, FL 33908

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness	✓			
Measurement Checking				
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

[Signature]
 Customer Signature

2 16 106
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name June Bernoth
 Address 4135 Vasco St.
Punta Gorda, FL 33950

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

Please give us any comments that you think we should know.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative _____

Phone number _____

Address _____

June Bernoth
 Customer Signature

3 121 05
 Date of Project Completion

Subj: You Have a New ServiceMagic Rating and Review
Date: 3/12/2005 3:19:20 PM Eastern Standard Time
From: ratings@mp.servicemagic.com
Reply-to: Ratings@ServiceMagic.com
To: _____
Sent from the Internet ([Details](#))



ServiceMagic Rating & Reviews

Congratulations! The Rating and Review below has been approved and added to your website. Every time you match to a lead in the future, potential customers will be able to read this review and see what an excellent job you did. As you well know, potential customers place great importance on comments made by previous customers so these comments will undoubtedly help you win more jobs in the future.

In addition, with at least one *Customer Rating & Review*, you are eligible for ServiceMagic's one-to-one matching service called Exact Match. Click the link below to read more about Exact Match. [Click Here to read more](#)

Ratings and Reviews are only one section of the profile we present to consumers to help them determine which professional to use. We also allow you to provide promotions, awards, overview, references and expertise. [Click here](#) to view or update your profile information.

Southern Siding	Very Poor	Poor	Fair	Good	Very Good
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Budget	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Customer Comments:

I contacted several contractors on my own, but Southern Siding was the best by far in terms of price and service.

Congratulations again and thanks for satisfying another ServiceMagic customer!

Best Regards,

Ratings and Reviews
 ServiceMagic, Inc.



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name John A Bryant
 Address 270 Belvedere Ct.
Punta Gorda, Fl. 33950

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking		✓		
Project Management		✓		
Installer's Knowledge	✓			
Installer's Workmanship		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

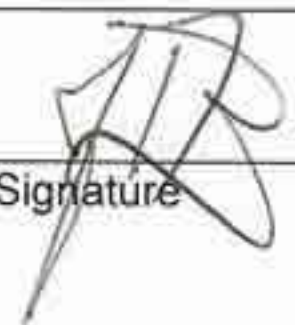
Please give us any comments that you think we should know.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative friend

Phone number _____

Address _____

Customer Signature 

03, 22, 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name RUDY LERCI
 Address 2219 PETERBOROUGH RD
PORT CHARLOTTE, FLA
33910

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

Please give us any comments that you think we should know.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Rudy Lerci
 Customer Signature

4 10 10
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
Naples 239-261-7770
Ft. Myers 239-765-7774
Sarasota 941-363-9477
Toll Free 800-557-7006
Fax 239-444-1115

Customer Name Margie Stephens
Address 111 Bristol Lane
Naples, FL 34112

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge	✓			
Salesperson's Helpfulness	✓			
Measurement Checking	✓			
Project Management	✓			
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Margie Stephens
Customer Signature

5/26/05
Date of Project Completion



"A NAME YOU CAN TRUST"

Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously?

Excellent Good Average Poor

Did our sales representative arrive on time?

Yes A little early 10-Minutes late 15-Minutes Late Over 15-Minutes late

Was our sales representative professional and courteous?

Excellent Good Average Poor

Did our sales Representative thoroughly answer all of your questions?

Excellent Good Average Poor

Did our Sales Representative thoroughly explain the terms of your contract and job specifications?

Excellent Good Average Poor

Did our installation team arrive on time?

Yes No

Was your installation handled professionally and courteously?

Excellent Good Average Poor

Is the workmanship what you expected?

Excellent Good Average Poor

Would you refer our company to a friend or family member?

Yes No

Additional comments: _____



Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales representative arrive on time? Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales Representative thoroughly answer all of your questions? <input type="checkbox"/> Excellent <input checked="" type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our Sales Representative thoroughly explain the terms of your contract and job specifications? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our installation team arrive on time? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Was your installation handled professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Is the workmanship what you expected? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Would you refer our company to a friend or family member? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: _____



Main 239-444-1000
Ft. Myers 239-765-7774
Naples 239-261-7770
Sarasota 941-363-9477
Toll Free 800-557-7006

CUSTOMER SATISFACTION SURVEY

How did we do?

Now that Southern Siding has completed your project, we would appreciate your comments. Thanks for your help, and thanks for letting us help you!

Did our staff handle setting and scheduling your appointment professionally and courteously? <input type="checkbox"/> Excellent <input checked="" type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales representative arrive on time? Yes <input checked="" type="checkbox"/> A little early <input type="checkbox"/> 10-Minutes late <input type="checkbox"/> 15-Minutes Late <input type="checkbox"/> Over 15-Minutes late <input type="checkbox"/>
Was our sales representative professional and courteous? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our sales Representative thoroughly answer all of your questions? <input type="checkbox"/> Excellent <input checked="" type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our Sales Representative thoroughly explain the terms of your contract and job specifications? <input type="checkbox"/> Excellent <input checked="" type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Did our installation team arrive on time? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Was your installation handled professionally and courteously? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Is the workmanship what you expected? <input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor
Would you refer our company to a friend or family member? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

Additional comments: _____

STEVE/MANUEL



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name ANTHONY RIZZO
 Address 1009 DIXIE BEACH BLVD
SANIBEL, FL 33957

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge				
Salesperson's Helpfulness				
Measurement Checking				
Project Management				
Installer's Knowledge				
Installer's Workmanship				
Overall Job Appearance				
Overall Job Satisfaction				

Please give us any comments that you think we should know.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative that we might be able to help.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Anthony Rizzo
 Customer Signature

03, 23, 2005
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name Robert Pether
 Address 110 Iris St.

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge		✓		
Salesperson's Helpfulness		✓		
Measurement Checking				
Project Management		✓		
Installer's Knowledge		✓		
Installer's Workmanship		✓		
Product Satisfaction		✓		
Overall Job Appearance		✓		
Overall Job Satisfaction		✓		

If you could change anything about your experience with our company, what would it be?

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

Patricia L Pether
 Customer Signature

9 / 7 / 05
 Date of Project Completion



Customer Satisfaction Survey

A Name You Can Trust

Main 239-444-1000
 Naples 239-261-7770
 Ft. Myers 239-765-7774
 Sarasota 941-363-9477
 Toll Free 800-557-7006
 Fax 239-444-1115

Customer Name James Lewis
 Address 1496 Whiskey Creek Drive
Fort Myers, FL 33919

Now that your project is complete, please help us understand your experience with the process by grading us the following key aspects of your project.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Unsatisfied
Salesperson's Knowledge			✓	
Salesperson's Helpfulness		✓		
Measurement Checking	✓			
Project Management				
Installer's Knowledge	✓			
Installer's Workmanship	✓			
Product Satisfaction	✓			
Overall Job Appearance	✓			
Overall Job Satisfaction	✓			

If you could change anything about your experience with our company, what would it be?

There were some problems in determining a starting date.

You were probably referred to us by a friend or relative. They referred you to us because of their confidence. Please tell us about a friend or relative who might benefit from our services.

Your friend, neighbor or relative _____

Phone number _____

Address _____

James Lewis
 Customer Signature

10 / 11 / 2005
 Date of Project Completion