



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied |
|---|----------------|-----------|---------------|
| Was your phone call answered promptly and politely? | 5 | 4 | 3 2 1 |
| What is your overall rating of your roofing specialist? | 5 | 4 | 3 2 1 |
| What is your overall rating of our office staff? | 5 | 4 | 3 2 1 |
| Was the work crew at your home courteous and polite? | 5 | 4 | 3 2 1 |
| How was our office communication during your job? | 5 | 4 | 3 2 1 |
| Were your questions and concerns handled in a timely manner? | 5 | 4 | 3 2 1 |
| Are you happy with the appearance and workmanship of your roof? | 5 | 4 | 3 2 1 |
| Was your home cleaned up to your satisfaction? | 5 | 4 | 3 2 1 |
| What is your overall satisfaction of the project? | 5 | 4 | 3 2 1 |
| What is your satisfaction with the price of the project? | 5 | 4 | 3 2 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | |
|--|---|---|-------|
| How was our office communication during your job? | 5 | 4 | 3 2 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 2 1 |

Additional Comments:

Your company was very prompt and courteous. It was a pleasure doing business with you.

Name: Don & Christine Trombley Phone #: [Redacted]

Address: [Redacted] Algona, Mich 48001

Signature: Christine Trombley Date: 4-11-07

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof? Yes No

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied | |
|--|----------------|-----------|---------------|-----|
| Vas your phone call answered promptly and politely ? | 5 | 4 | 3 | 2 1 |
| What is your overall rating of your roofing specialist? | 5 | 4 | 3 | 2 1 |
| What is your overall rating of our office staff? | 5 | 4 | 3 | 2 1 |
| Vas the work crew at your home courteous and polite ? | 5 | 4 | 3 | 2 1 |
| How was our office communication during your job? | 5 | 4 | 3 | 2 1 |
| Were your questions and concerns handled in a timely manner? | 5 | 4 | 3 | 2 1 |
| Are you happy with the appearance and workmanship of your roof ? | 5 | 4 | 3 | 2 1 |
| Vas your home cleaned up to your satisfaction ? | 5 | 4 | 3 | 2 1 |
| What is your overall satisfaction of the project? | 5 | 4 | 3 | 2 1 |
| What is your satisfaction with the price of the project? | 5 | 4 | 3 | 2 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | | |
|--|---|---|---|-----|
| How was our office communication during your job? | 5 | 4 | 3 | 2 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 | 2 1 |

Additional Comments:

Great Job

Name: Dan Maciek Phone #: [REDACTED]

Address: [REDACTED] Signature: Dan Maciek Date: 5-22-07

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof? Yes No

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied |
|--|----------------|-----------|---------------|
| Vas your phone call answered promptly and politely ? | (5) 4 | 3 | 2 1 |
| What is your overall rating of your roofing specialist? | (5) 4 | 3 | 2 1 |
| What is your overall rating of our office staff? | (5) 4 | 3 | 2 1 |
| Vas the work crew at your home courteous and polite ? | (5) 4 | 3 | 2 1 |
| How was our office communication during your job? | (5) 4 | 3 | 2 1 |
| Were your questions and concerns handled in a timely manner? | (5) 4 | 3 | 2 1 |
| Are you happy with the appearance and workmanship of your roof ? | (5) 4 | 3 | 2 1 |
| Vas your home cleaned up to your satisfaction ? | (5) 4 | 3 | 2 1 |
| What is your overall satisfaction of the project? | (5) 4 | 3 | 2 1 |
| What is your satisfaction with the price of the project? | (5) 4 | 3 | 2 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | | | |
|--|---|---|---|---|---|
| How was our office communication during your job? | 5 | 4 | 3 | 2 | 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 | 2 | 1 |

Additional Comments:

Thanks for a great job - really improved the appearance of our house - lots of compliments from neighbors.

Name: KEN VAILLIENCOURT Phone #: [REDACTED]

Address: [REDACTED] - CLARKSTON

Signature: Ken Vaillencourt Date: _____

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof ? (Yes () No



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Our continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied |
|---|----------------|-----------|---------------|
| Was your phone call answered promptly and politely? | 5 | 4 | 3 2 1 |
| What is your overall rating of your roofing specialist? | 5 | 4 | 3 2 1 |
| What is your overall rating of our office staff? | 5 | 4 | 3 2 1 |
| Were the work crew at your home courteous and polite? | 5 | 4 | 3 2 1 |
| How was our office communication during your job? | 5 | 4 | 3 2 1 |
| Were your questions and concerns handled in a timely manner? | 5 | 4 | 3 2 1 |
| Are you happy with the appearance and workmanship of your roof? | 5 | 4 | 3 2 1 |
| Was your home cleaned up to your satisfaction? | 5 | 4 | 3 2 1 |
| What is your overall satisfaction of the project? | 5 | 4 | 3 2 1 |
| What is your satisfaction with the price of the project? | 5 | 4 | 3 2 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | |
|--|---|---|-------|
| How was our office communication during your job? | 5 | 4 | 3 2 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 2 1 |

Additional Comments: Tim & your installation crew were both very professional. Did a great job cleaning up, great job! The house looks great. Thanks MGA!

Name: KURT CRAVEN Phone #: [REDACTED]

Address: [REDACTED] FRASER MI, 48026

Signature: [Signature] Date: 6-26-06

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof? Yes No

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

Table with 5 columns: Question, Very Satisfied, Satisfied, Not-Satisfied, and an unlabeled column. Rows include questions about phone call, roofing specialist, office staff, work crew, office communication, questions handled, appearance, home cleaned up, overall satisfaction, and price.

Answer the following questions if you had any siding or gutter work completed.

Table with 5 columns: Question, Very Satisfied, Satisfied, Not-Satisfied, and an unlabeled column. Rows include questions about office communication and appearance.

Additional Comments:

I heard about you from Safegate & glad I did. Thank again!

Name: LAURA Robinson Phone #: [redacted]

Address: [redacted] TROY MI 48065

Signature: [Signature] Date: 7/16/07

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof? Yes No already have

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied |
|---|----------------|-----------|---------------|
| Was your phone call answered promptly and politely? | 5 | 4 | 3 2 1 |
| What is your overall rating of your roofing specialist? | 5 | 4 | 3 2 1 |
| What is your overall rating of our office staff? | 5 | 4 | 3 2 1 |
| Was the work crew at your home courteous and polite? | 5 | 4 | 3 2 1 |
| How was our office communication during your job? | 5 | 4 | 3 2 1 |
| Were your questions and concerns handled in a timely manner? | 5 | 4 | 3 2 1 |
| Are you happy with the appearance and workmanship of your roof? | 5 | 4 | 3 2 1 |
| Was your home cleaned up to your satisfaction? | 5 | 4 | 3 2 1 |
| What is your overall satisfaction of the project? | 5 | 4 | 3 2 1 |
| What is your satisfaction with the price of the project? | 5 | 4 | 3 2 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | | | |
|--|---|---|---|---|---|
| How was our office communication during your job? | 5 | 4 | 3 | 2 | 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 | 2 | 1 |

Additional Comments:

Tim was great. The workman finished the work in a timely manner & clean-up

Name: *Dolores Bacon* Phone #:

Address: ~~6505 Auburn Road, Suite B, Utica, MI 48317~~ *Shelby Twp, MI 48315*

Signature: *Dolores Bacon* Date: *6/19/07*

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof? Yes No

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied | | |
|--|----------------|-----------|---------------|---|---|
| Was your phone call answered promptly and politely ? | 5 | 4 | 3 | 2 | 1 |
| What is your overall rating of your roofing specialist? | 5 | 4 | 3 | 2 | 1 |
| What is your overall rating of our office staff? | 5 | 4 | 3 | 2 | 1 |
| Was the work crew at your home courteous and polite ? | 5 | 4 | 3 | 2 | 1 |
| How was our office communication during your job? | 5 | 4 | 3 | 2 | 1 |
| Were your questions and concerns handled in a timely manner? | 5 | 4 | 3 | 2 | 1 |
| Are you happy with the appearance and workmanship of your roof ? | 5 | 4 | 3 | 2 | 1 |
| Was your home cleaned up to your satisfaction ? | 5 | 4 | 3 | 2 | 1 |
| What is your overall satisfaction of the project? | 5 | 4 | 3 | 2 | 1 |
| What is your satisfaction with the price of the project? | 5 | 4 | 3 | 2 | 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | | | |
|--|---|---|---|---|---|
| How was our office communication during your job? | 5 | 4 | 3 | 2 | 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 | 2 | 1 |

Additional Comments:

Just experience with MGA. Would not hesitate to recommend or contact for additional work.

Name: S. JAVID Phone #: _____

Address: BlmFLD HUS, mc 48303

Signature: S. Javid Date: 4.18.07

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof ? Yes () No

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

Table with 5 columns: Question, Very Satisfied, Satisfied, Not-Satisfied, and an unlabeled column. Rows include questions about phone call, roofing specialist, office staff, work crew, office communication, questions handling, appearance, home cleaning, overall satisfaction, and price.

Answer the following questions if you had any siding or gutter work completed.

Table with 5 columns: Question, Very Satisfied, Satisfied, Not-Satisfied, and an unlabeled column. Rows include questions about office communication and appearance.

Additional Comments:

Handwritten comments: "We could not have been more pleased... highly professional, responsive & capable in all aspects of the...". Includes name (James M. C. Nelson), address (Bl. Hills 48304), and date (6/25/07).

May we use you as a reference? [X] Yes [] No
Would you recommend MGA Roofing to someone needing a roof? [X] Yes [] No

Thank you for sharing your comments with us!



"Roofers you can depend on"

CUSTOMER SATISFACTION SURVEY

6505 Auburn Road, Suite B • Utica, Michigan 48317 • (586) 726-5099 • Fax (586) 726-6181

Your continued satisfaction is our ongoing goal. With that in mind, please take a moment to let us know about your experience with MGA Roofing. Your comments are incredibly valuable to us and will help enhance your future service experience. Thank you for taking the time to complete this survey, and, as always, thank you for allowing us to serve you.

| | Very Satisfied | Satisfied | Not-Satisfied | | |
|--|----------------|-----------|---------------|---|---|
| Was your phone call answered promptly and politely ? | 5 | 4 | 3 | 2 | 1 |
| What is your overall rating of your roofing specialist? | 5 | 4 | 3 | 2 | 1 |
| What is your overall rating of our office staff? | 5 | 4 | 3 | 2 | 1 |
| Was the work crew at your home courteous and polite ? | 5 | 4 | 3 | 2 | 1 |
| How was our office communication during your job? | 5 | 4 | 3 | 2 | 1 |
| Were your questions and concerns handled in a timely manner? | 5 | 4 | 3 | 2 | 1 |
| Are you happy with the appearance and workmanship of your roof ? | 5 | 4 | 3 | 2 | 1 |
| Was your home cleaned up to your satisfaction ? | 5 | 4 | 3 | 2 | 1 |
| What is your overall satisfaction of the project? | 5 | 4 | 3 | 2 | 1 |
| What is your satisfaction with the price of the project? | 5 | 4 | 3 | 2 | 1 |

Answer the following questions if you had any siding or gutter work completed.

| | | | | | |
|--|---|---|---|---|---|
| How was our office communication during your job? | 5 | 4 | 3 | 2 | 1 |
| Are you happy with the appearance and workmanship? | 5 | 4 | 3 | 2 | 1 |

Additional Comments: All involved - professional
efficient - time well spent!

Name: FAY BEELS Phone #: [REDACTED]

Address: [REDACTED] DET MI 48215

Signature Fay Beels Date 1-4-07

May we use you as a reference? Yes No

Would you recommend MGA Roofing to someone needing a roof ? (X) Yes () No

Thank you for sharing your comments with us!