

LICENSEE/CONSUMER SERVICE SURVEY

The Alabama Real Estate Commission is interested in receiving feedback from real estate licensees and others who have contact with the Commission. You may have had a question, had a license issued or transferred, had continuing education courses approved, or had some other reason for contacting the Commission by telephone, regular mail, email, in person, or through the website. We are interested in your opinion regarding that interaction.

This form may be scanned and emailed to arec@arec.alabama.gov; mailed to Alabama Real Estate Commission, 1201 Carmichael Way, Montgomery, AL 36106; or faxed to 334.270.9118.

I am a: Licensee Consumer

Staff member who assisted you (if applicable) _____

1. What was the reason for your interaction with the Commission staff? Please check all that apply.

- | | | |
|---|---|--|
| <input type="checkbox"/> Application/New License | <input type="checkbox"/> Renewal | <input type="checkbox"/> General Information |
| <input type="checkbox"/> Transfer | <input type="checkbox"/> Laws, Rules, and Regulations | |
| <input type="checkbox"/> Continuing Education | <input type="checkbox"/> Trust Account | |
| <input type="checkbox"/> Other (please specify) _____ | | |

2. How was your contact made? Please check all that apply.

- | | | |
|---------------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Telephone | <input type="checkbox"/> In Person | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Email | <input type="checkbox"/> Website | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Regular Mail | <input type="checkbox"/> Fax | |

3. Was your contact handled in a professional and efficient manner? Yes No

Comment _____

4. Were you treated politely, with courtesy and respect? Yes No

Comment _____

5. Did the staff member seem knowledgeable and assist you in a timely manner? Yes No

Comment _____

6. If you used the website, did you receive sufficient and timely information? Yes No N/A

Comment _____

7. Overall, how would you rate your experience and interaction with the Commission staff?

- Excellent Good Fair Poor

8. Additional comments or suggestions

9. May we contact you? (Optional)

Name _____ Phone _____ Email _____