

Our goal is to provide those that we are in contact with the best possible advice in areas of financing, strategic planning, economic and business development. Please let us know how we are doing & how we can improve.

Please Rate Our Service:	1-Needs Improvement; 2-Good; 3-Excellent			Areas For Improvement
Our office was easy to locate & easily accessible.	1	2	3	
Staff greeted you promptly.	1	2	3	
Staff acted in a professional & courteous manner.	1	2	3	
Staff answered your questions or referred you to an investment officer.	1	2	3	
Staff offered pertinent advice.	1	2	3	
Staff maintained a level of confidentiality.	1	2	3	
Overall, how would you rate our customer service?	1	2	3	

How did you hear about KLCFDC?			
Did you receive advice or suggestions that were helpful to your business?			YES
			NO
	If yes, in what way were they helpful?		
	If no, how could we improve our service?		
Is there a staff person/board member/ volunteer you would like to commend?			
Name:			Reason:

**We always appreciate feedback.
Thank-you for taking the time to complete this survey.**

Completed surveys can be emailed to: info@klcfdc.com or dropped off at reception.

If you wish to make a formal complaint, visit www.klcfdc.com for our Client Service Policy.

If you have a positive story about how KLCFDC helped your organization, please share it with us. We will obtain your permission before using it for marketing purposes.