



**For questions 1 and 2, please use the scale below when making your assessment.**

1 = Did not meet requirements

4 = Satisfactory

7 = Exceeded Requirements

1      2      3      4      5      6      7

2. Please rate the Agency's performance in the following categories:

2.a. Customer service

Choose One: 1 2 3 4 5 6 7 N/A

PLEASE COMMENT

Ward is a great partner. They truly understand our business and work diligently to make sure all of our needs are met.

2.b. Ability to resolve problems

Choose One: 1 2 3 4 5 6 7 N/A

PLEASE COMMENT

Ward is creative and resourceful in their ability to solve problems.

2.c. Overall performance

Choose One: 1 2 3 4 5 6 7 N/A

PLEASE COMMENT

Ward has been our media planning and buying agency for many years and we continue to rely on them for their planning and buying expertise as well as their great partnership.

3. Would you hire this Agency again? Please circle Yes No

Why? Why not?

4. May we contact you with follow-up questions?

Yes

Thank you.