
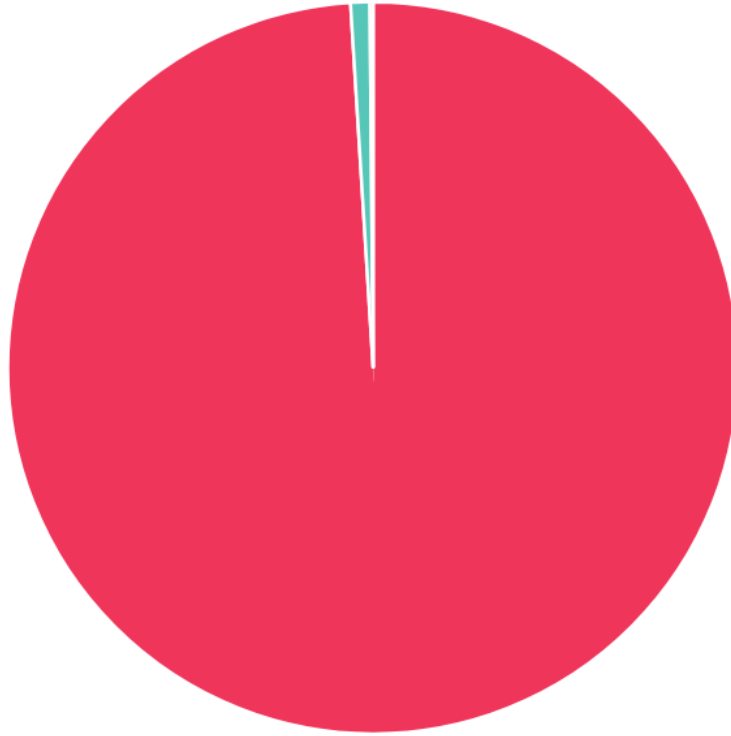


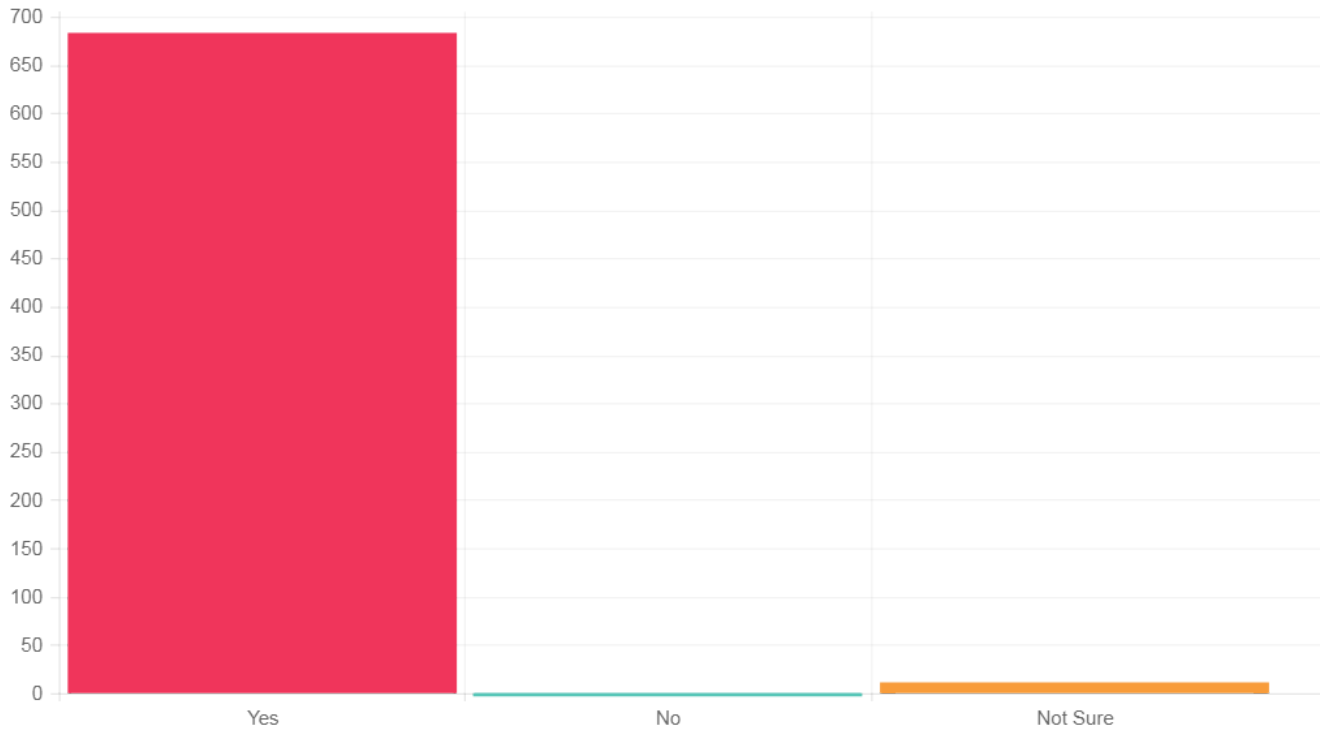
# Helpline Master PSA 5

 Please select your language. (Page 1, Question 1)




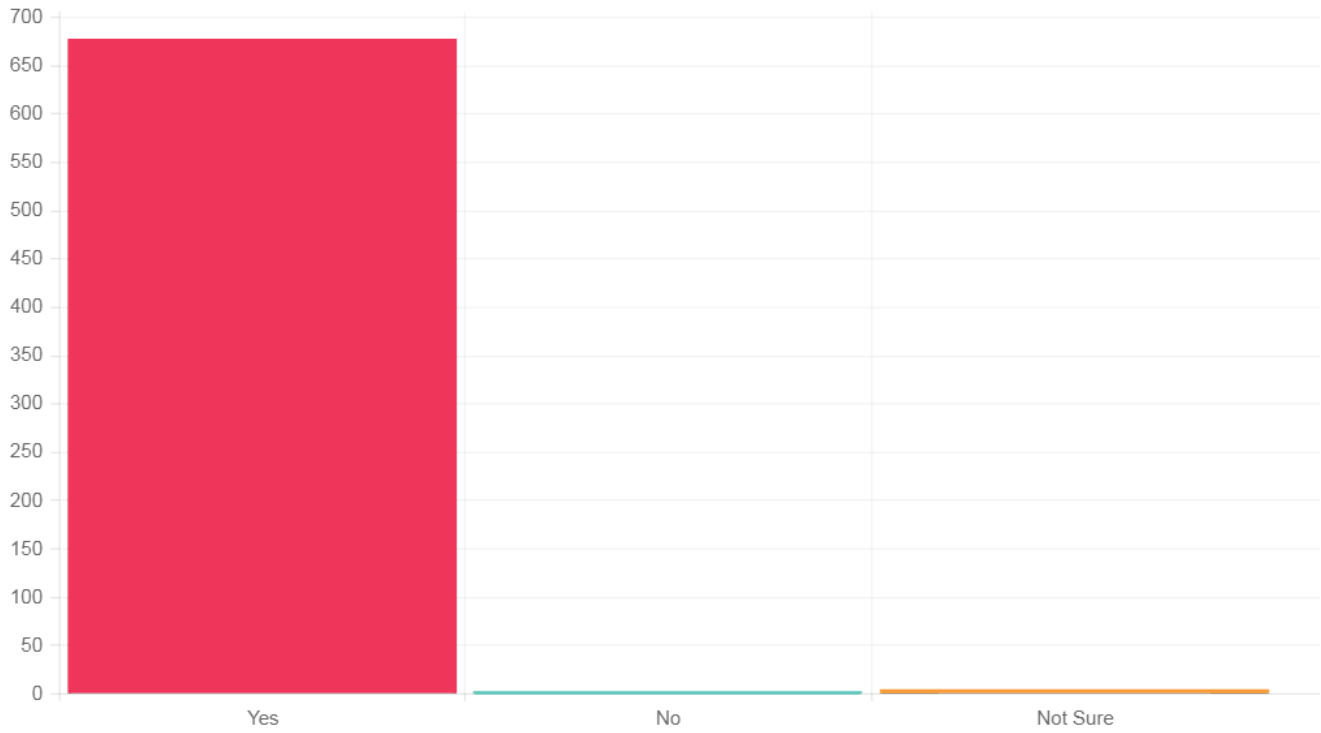
Choice	Number of Respondants
English (U.S.A)	701
Spanish (U.S.A)	6
English (United Kingdom)	1

 Was the Specialist you spoke with friendly and courteous? (Page 1, Question 2)



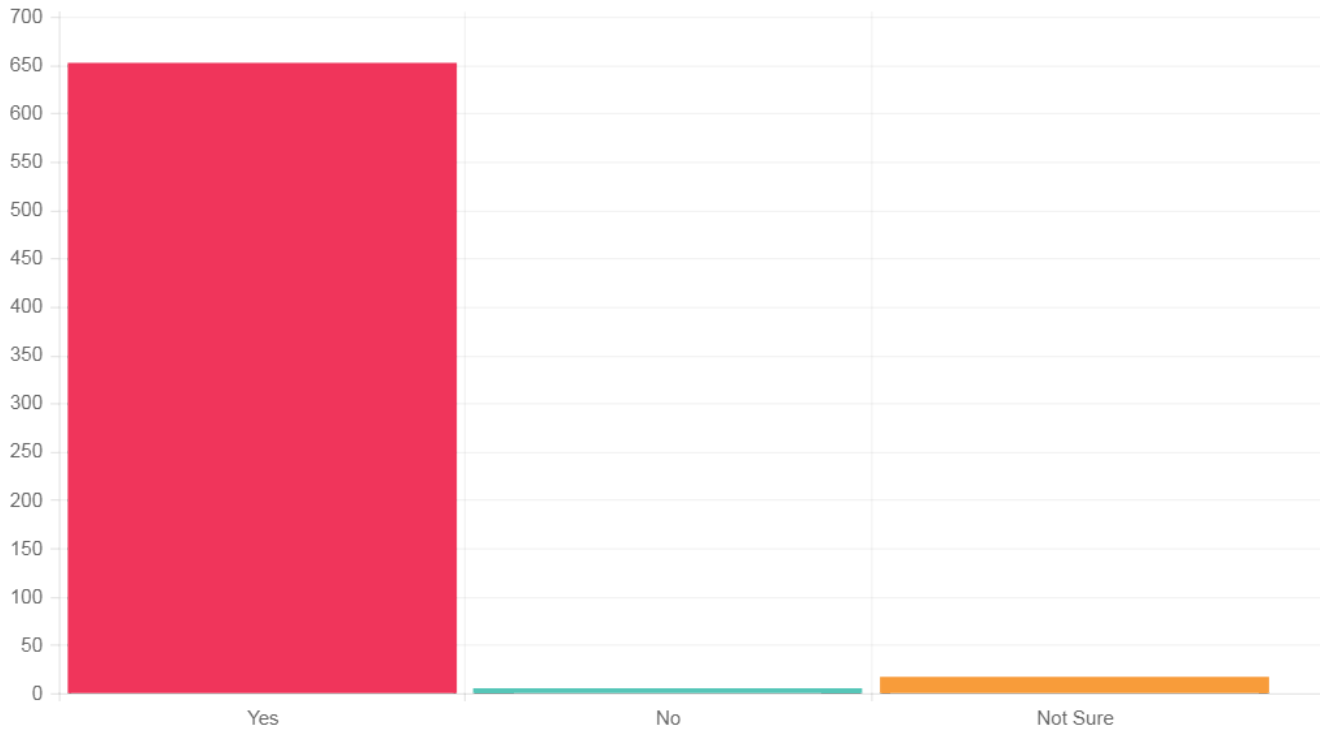
Choice	Number of Respondants
Yes	683
No	0
Not Sure	11

 Did the Specialist listen and respond to your questions? (Page 1, Question 3)




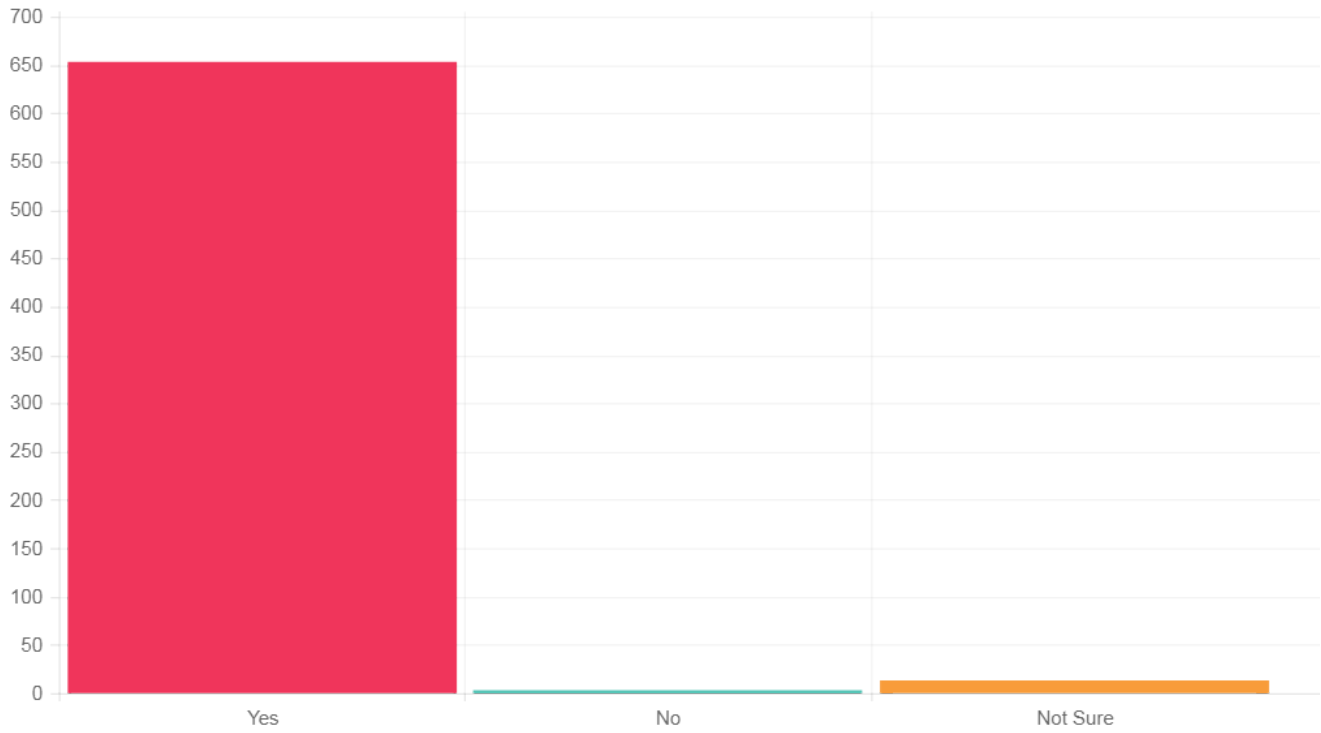
Choice	Number of Respondants
Yes	677
No	2
Not Sure	4

☰ Overall, were you satisfied with the way your call to the (Helpline) was handled? (Page 1, Question 4)

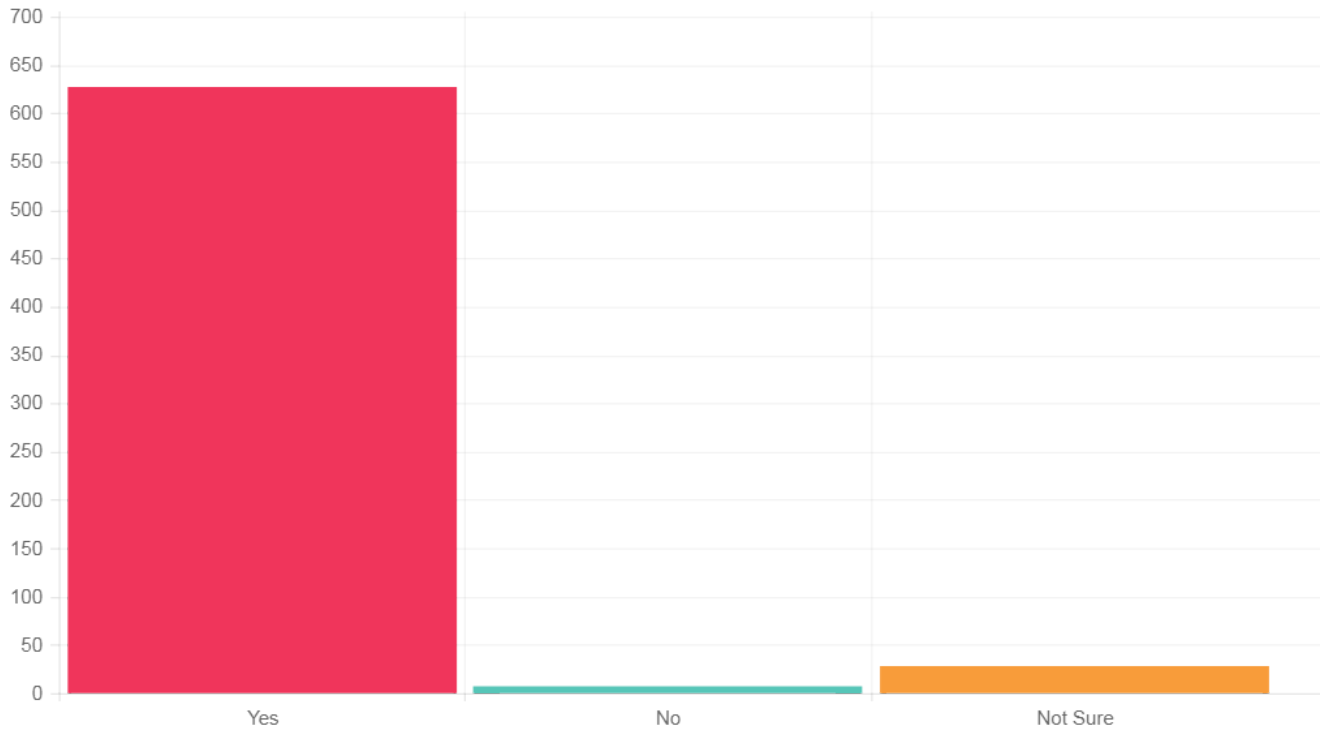


Choice	Number of Respondants
Yes	652
No	5
Not Sure	17

 Would you call the (Helpline) again if you had a need? (Page 1, Question 5)



Choice	Number of Respondants
Yes	653
No	3
Not Sure	13



Choice	Number of Respondants
Yes	627
No	7
Not Sure	28