Response ID: 5511 Data

4	
1	

1. How would you rate your overall experience with Purebred Breeders?

	Rate1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

Puppy Counselor	5
	Rate 1-5 paws

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

Puppy Counselor	4
	Rate 1-5 paws

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	2

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	4

7. Was your billing experience fairly straightforward and easy?

Accounting Dept.	Rate 1-5 paws

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	4

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	4

internet
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
<b>Customer ID</b> 1057823

### Email

Sep 10, 2012 08:34:31 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Oak Lawn
Postal Code:	60453
Long & Lat:	Lat: 41.709099, Long:-87.759598

Response ID: 5693 Data

1. How would you rate your overall experience with Purebred Breeders?

100	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

Recommendation	5
	Rate 1-5 paws

online
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
Customer ID 1070614

## Email

Sep 26, 2012 11:12:18 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60601
Long & Lat:	Lat: 41.8675, Long:-87.6744

Response ID: 2949 Data

1.	
1. How would you rate your overall experience with Purebred Breeder	s?
Rate 1-5 paws	
Overall experience 5	
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2. Did you find your Puppy Counselor to be knowledgeable, courteous	s, and neiptul when selecting your new puppy?
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Puppy Counselor 5	
3. Did your Puppy Counselor clearly communicate the process of rece	eiving your puppy, clarifying how each Purebred
Breeders department would support you along the way?	
Rate 1-5 paws	
Puppy Counselor 5	
4. When calling into Purebred Breeders, were your calls handled pro	ressionally and in a timely manner?
Rate 1-5 paws	
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Travel Dept. 3	
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6. When meeting your puppy for the first time how would you rate you	ur reaction?
Rate 1-5 paws	
Customer Reaction 5	
7. Was your billing experience fairly straightforward and easy?	
Rate 1-5 paws	
Accounting Dept. 5	
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8. If you had any interaction with our Customer Care department, how informative and courteous?	would you rate your experience; were they
Rate 1-5 paws	
Customer Care Dept. 5	
<u>La caractera de la caractera </u>	
9. Would you recommend Purebred Breeders to your friends and fami	ily?
Rate 1-5 paws	
Recommendation 5	

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11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

All amazing. Just a scare when the flight number had two transposed numbers. Your crew handled wonderfully and quickly.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

What an amazing experience, from beginning to end. You have some very kind and professional people there. And my pup came quickly... and just as promised, a wonderful little guy. Thank you for everything.

#### **Customer ID**

939915

## 2. Thank You!

#### Email

Feb 12, 2012 12:01:59 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	
City:	Chicago
Postal Code:	60613
Long & Lat:	Lat: 41.956001, Long:-87.660698

Response ID: 3132 Data

1.	
1. How would you rate your overall experience with Purebred Bre	eeders?
Rate 1-5 paws	
Overall experience 3	•
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2. Did you find your Puppy Counselor to be knowledgeable, cour	teous, and helpful when selecting your new puppy?
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Puppy Counselor 4	
3. Did your Puppy Counselor clearly communicate the process of	freceiving your puppy, clarifying how each Purebred
Breeders department would support you along the way?	
Rate 1-5 paws	
Puppy Counselor 5	
4. When calling into Purebred Breeders, were your calls handled	I professionally and in a timely manner?
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Customer Reaction 5	
7. Was your billing experience fairly straightforward and easy?	
Rate 1-5 paws	
Accounting Dept. 4	
8. If you had any interaction with our Customer Care department	, how would you rate your experience; were they
informative and courteous?	
Rate 1-5 paws	
Customer Care Dept. 4	
and the second of the second o	
9. Would you recommend Purebred Breeders to your friends and	family?
9. Would you recommend Purebred Breeders to your friends and Rate 1-5 paws	family?

internet research
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
i would have liked to be given the actual breeder's name.
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.
Customer ID
949304

### Email

Feb 28, 2012 22:45:58 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL.
City:	Chicago
Postal Code:	60618
Long & Lat:	Lat: 41.947399, Long:-87.703697

Response ID: 6252 Data

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Overall experience 5	
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Puppy Counselor 5	
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Rate 1-5 paws	
Customer Care Dept. 5	
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Rate 1-5 paws	
Recommendation 5	

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2. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	
ustomer ID	
1093537	

### Email

Nov 17, 2012 10:20:20 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	· L
City:	Aurora
Postal Code:	60502
Long & Lat:	Lat: 41.763, Long:-88.311401

Response ID: 3174 Data

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9. Would you recommend Purebred Breeders to your friends and family?  Rate 1-5 paws		Rate 1-5 paws	
Rate 1-5 paws	Customer Care Dept.	5	
Rate 1-5 paws	<u> </u>		
	9. Would you recommend	d Purebred Bree	ers to your friends and family?
Recommendation 5	Re	ate 1-5 paws	
	Recommendation	5	

found you on the inter-	net when I Go	ogled Cavalier F	King Charles Spa	niel Puppies	
بالمراجع والمراجع والمراجع والمراجع والمراجع والمراجع	laa var mari	d like ue to kne	wahout vour ov	nariance with Durchred Bra	eders? Your feedback is

# 11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

As you can see from my 5 ratings, I was more than pleased with the entire experience. Only one thing regarding her arrival; she landed about 1.5 hours early and I was not told that she had made an earlier flight. Have also been in contact with the breeder which has been very helpful with a couple of questions re feeding etc. Pearl has been re-named Daisy and is doing very well. Thank you.

## 12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

My entire experience with Purebred Breeders was easy and pleasant. Each person with whom I spoke was courteous and informed. The new puppy is great! Jim Zidlicky, Riverside, Illinois

#### **Customer ID**

944494

#### 2. Thank You!

#### Email

Mar 02, 2012 13:08:46 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	
City:	La Grange
Postal Code:	60525
Long & Lat:	Lat: 41.777599, Long:-87.860497

# Customer Care Survey

Response ID: 2374 Data

18	
. How would you rate your overall experience with Purel	ored Breeders?
Rate 1-5 paws	
Overall experience 4	
Did and find any Daniel Court of the beauty of the second	ole, courteous, and helpful when selecting your new puppy?
and the first transfer that the state of the	ne, courteous, and neiphor when selecting your new puppy :
Rate 1-5 paws	•
Puppy Counselor 5	
Did your Puppy Counselor clearly communicate the pr	ocess of receiving your puppy, clarifying how each Purebred
Breeders department would support you along the way?	
Rate 1-5 paws	
Puppy Counselor 5	
An activities and a second sec	
. When calling into Purebred Breeders, were your calls	handled professionally and in a timely manner?
Rate 1-5 paws	
Reception 5	
Control of the second s	and the second s
. Were you welf informed and prepared by our Flights d	epartment for your puppy's arrival?
Rate 1-5 paws	
Flights Dept. 4	
The antique and a consideration and a consider of the first of the consideration and the	
S. When meeting your puppy for the first time how would	you rate your reaction?
Rate 1-5 paws	
Customer Reaction 4	
. Was your billing experience fairly straightforward and	
the expression of the control of the	. Casy:
Rate 1-5 paws	
Billing Dept. 5	
3. How would you rate your experience with our Custome	er Care department; were they informative and courteous?
Rate 1-5 paws	
The same of the sa	
Customer Care Dept. 5	
D. Did your Customer Care representative resolve any qu	estions, concerns, or issues that you may have had?
Rate 1-5 paws	
Customer Care Rep. 4	
Cusiomer Care Rep. 4	•

Superior control of the control of t	Rate 1-5 paws
Recommendation	5

11. Please tell us how you first heard about us.

Online website

- 12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
- 13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site,

#### **Customer ID**

1075331

## 2. Thank You!

#### Email

Oct 10, 2012 23:33:36 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Wheaton
Postal Code:	60187
Long & Lat:	Lat: 41.852001, Long:-88.121101

# Customer Care Survey

Response ID: 2447 Data

How would you rate your	overall experienc	e with Purebred Breeders?
a a a a a a a a a a a a a a a a a a a	1-5 paws	
Overall experience	particle parameters of the control o	
	<u></u>	
Did you find your Puppy	/ Counselor to be k	knowledgeable, courteous, and helpful when selecting your new pup
Rate	1-5 paws	
Puppy Counselor	5	
		instable annual of acception a year proper clerifying hoursook Dure
old your Puppy Counsel reeders department would		nicate the process of receiving your puppy, clarifying how each Pure ng the way?
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Puppy Counselor	have been been as the control of the first	
Fuppy Counseior		
When calling into Pureb	red Breeders, wer	e your calls handled professionally and in a timely manner?
Rate 1-5 pay	ws	
Reception 5	<u></u>	·
//ccopuon		
Were you well informed	and prepared by o	ur Flights department for your puppy's arrival?
Rate 1-5 p		
Flights Dept. 5		
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When meeting your pup	py for the first tim	ne how would you rate your reaction?
Rat	te 1-5 paws	
Customer Reaction	5	
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Was your billing experie	ence tairiy straign	
Was your billing experie	a characteristic condition	
and the state of t	a characteristic condition	
Rate 1-5 p	a characteristic condition	
Rate 1-5 p Billing Dept. 5	2W5	our Customer Care department; were they informative and courteous
Rate 1-5 p Billing Dept. 5 How would you rate your	2W5	our Customer Care department; were they informative and courteous
Rate 1-5 p Billing Dept. 5 How would you rate your	r experience with o	our Customer Care department; were they informative and courteous
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Rate 1-5 p Billing Dept. 5  How would you rate your F Customer Care Dept.	r experience with of Rate 1-5 paws	our Customer Care department; were they informative and courteous solve any questions, concerns, or issues that you may have had?
Rate 1-5 p Billing Dept. 5  How would you rate your F Customer Care Dept.  Did your Customer Care	r experience with of Rate 1-5 paws	

	Rate 1-5 pa	Ws
Recommendation	5	~~~-
11. Please tell us ho	w you first he	ard
internet search		
12. Is there anythin very important to us		uld
13. Please feel free to	ouse the spa	ce be
Customer ID		٠
1084070		

Email

Oct 27, 2012 12:59:53 Success: Email Sent to: marketing@purebredbreeders.com

and the second s	AND THE RESIDENCE OF THE PROPERTY OF THE PROPE
Country:	United States
Region:	IL .
City:	Chicago
Postal Code:	60640
Long & Lat:	Lat: 41.972801, Long:-87.661598

# Customer Care Survey

Response ID: 2165 Data

1		<u> </u>
1.	How would you rate	your overall
		Rate 1-5 paw
	Overall experience	5
2.	. Did you find your F	Puppy Counse
	**************************************	Rate 1-5 paws
	Puppy Counselor	5
3.	Did your Puppy Co	unselor clearl
В	reeders department	would suppor
	A Committee of the Comm	Rate 1-5 paws
	Puppy Counselor	5
4.	. When calling into F	Purebred Bree
•	Rate 1-	Section Control of the Control of th
	Reception	5
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5	. Were you well infor	2.000 C
	Rate	1-5 paws
	Flights Dept.	4
6.	. When meeting you	r puppy for the
	Control of the second process of the control of the	Rate 1-5 pa
	Customer Reaction	•
	Exercise our more page page page page page page page pag	and the state of t
7	. Wasyour billing ex	attentionable of the property of the second of the
	Rate	
	Billing Dept.	5
8	. How would you rate	e your experie
		Rate 1-5 p
	Customer Care Dep	ot. 5
		Cara vancana
a	Did your Customer	
	Frankling Section (Section )	Rate 1-5 p
	Customer Care Rep	o. 5

Recommendation

11. Please tell us how you first heard about us.

Search

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Please tell customers who pick-up at O'hare, American Airlines, that it is a special parcel pick-up kiosk after Baggage Claim 9, that the puppy is delivered. But, the puppy will first be waiting at the baggage daim area for a while, all alone, so the person can go see the puppy there.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

**Customer ID** 

824825

#### 2. Thank You!

#### Email

Aug 17, 2012 00:16:24 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States	
Region:		
City:	Hanover Park	
Postal Code:	60133	
Long & Lat:	Lat: 41.976299, Long:-88.144096	

Response ID: 4680 Data

1.		
1. How would you rate you	overall experience with Purebred Breeders?	
Rat	1-5 paws	
Overall experience	5	
2. Did you find your Pupp	Counselor to be knowledgeable, courteous, and helpful when	selecting your new puppy?
Rate	-5 paws	
Puppy Counselor	5	
	or clearly communicate the process of receiving your puppy, cl support you along the way?	arifying how each Purebred
Rate	-5 paws	
Puppy Counselor	5	
4. When calling into Purel	ed Breeders, were your calls handled professionally and in a t	imely manner?
Rate 1-5 pa	Name :	·
Reception 5		
The second secon	nd prepared by our Travel department for your puppy's arrival'	?
Rate 1-5 r	ws	
Travel Dept. 5	i de la companya de l	
6. When meeting your pur	y for the first time how would you rate your reaction?	
Re	1-5 paws	
Customer Reaction	5	
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grander control of the control of th	nce fairly straightforward and easy?	
Rate	Management and the second seco	
Accounting Dept.	5	
	with our Customer Care department, how would you rate your	experience; were they
informative and courteous		
	ate 1-5 paws	
Customer Care Dept.	5	
<del>-</del>	rebred Breeders to your friends and family?	
	-5 paws	
Recommendation	5	

11. Is there anything else you would like us to know about your experience wit very important to us!	h Purebred Breeders? Your feedback is
Everything was perfect including the puppy! She is so good, she fit right in with a coordination of shipping activities was perfect except for one thing, which you could for United/Continental Freight at O'Hare changed, they demolished one building an	uldn't have been aware of: the pickup point
12. Please feel free to use the space below for a testimonial that we can upload t	to our Purebred Breeders site.
Customer ID	
1016617	
2. Thank You!	
Email	
Jun 29, 2012 13:35:57 Success: Email Sent to: marketing@purebredbreeders.com	n

Country:	United States
Region:	
City:	Maywood
Postal Code:	60153
Long & Lat:	Lat: 41.881302, Long:-87.844101

Response ID: 4369 Data

-	
1	
e.	

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1:5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

was looking for a Pom	and you site came up	I'm so banny it did you	are simply the hest.

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

It was the best experience of my life. She arrived happy and healthy and cute as a button. We love her. Thank you so very much for all your help.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

PB is by far the best place to find a happy,healthy puppy. I would recommend you to everyone,and I already have. Thank you for all your help,the whole process was fast and easy. Thank you for everything. Deborah&Jim and of course Bella Merlot.

Customer ID

998849

### 2. Thank You!

#### Email

Jun 03, 2012 13:55:31 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	IL
City:	Springfield
Postal Code:	62701
Long & Lat:	Lat: 39.791199, Long:-89.674599

Response ID: 3338 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

Overall experience	3
	Rate 1-5 paws

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	3

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	3

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	4

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	3

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

-		Rate 1-5 paws
-	Customer Care Dept.	3

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	3

ntern	

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Customer service was not always prompt in answering questions/getting back to me

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

#### Customer ID

955618

### 2. Thank You!

#### Email

Mar 15, 2012 09:46:46 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States	
Region:	IL	
City:	Oak Forest	
Postal Code:	60452	
Long & Lat:	Lat: 41.603298, Long:-87.754799	

Response ID: 6730 Data

- a		
How would you rate your	overall experience wi	ith Purebred Breeders?
Rate	1-5 paws	
Overall experience	5	•
		•
2. Did you find your Puppy	Counselor to be know	wledgeable, courteous, and helpful when selecting your new puppy?
Rate	1-5 paws	
Puppy Counselor	5	
	to company a to give in branch of the first	d and the second
B. Did your Puppy Counsel Breeders department would	-	tte the process of receiving your puppy, clarifying how each Purebre ne way?
Rate	1-5 paws	
Puppy Counselor	5	
en e	<u></u>	
When calling into Pureb	red Breeders, were yo	our calls handled professionally and in a timely manner?
Rate 1-5 paw	ıs	
Reception 5	į.	
	ي ا	
5. Were you well informed a	and prepared by our T	ravel department for your puppy's arrival?
Rate 1-5 pa	aws	
Travel Dept. 5		
6. When meeting your pupp	y for the first time ho	ow would you rate your reaction?
Rat	e 1-5 paws	
Customer Reaction		
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7. Was your billing experie	nce fairly straightfor	ward and easy?
Rate 1	-5 paws	
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= -		Care department, how would you rate your experience; were they
nformative and courteous?	- many seminary and a series of the seminary	
R	ate 1-5 paws	
Customer Care Dept.	5	
9. Would you recommend P	urebred Breeders to	your friends and family?
	managa pangangan sa	, , <del> ,</del>
	1-5 paws	
Recommendation	5	

online			
11. Is there anything very important to us!	else you would like us to know about you	r experience with Purebred Breeders? Your feed	
12. Please feel free to		t we can upload to our Purebred Breeders site.	
Customer ID			
1116936			

### Email

Dec 26, 2012 10:45:33 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	
City:	Geneva ;
Postal Code:	601.34
Long & Lat:	Lat: 41.880001, Long:-88.358704

Response ID: 4520 Data

. How would you rate your ov	verall experience with Purebred Breeders?
Rate 1-	
Overall experience 5	5
	Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy
Rate 1-5	and white the second
Puppy Counselor 5	
January Court Science Court Sc	
. Did your Puppy Counselor reeders department would s	clearly communicate the process of receiving your puppy, clarifying how each Purebre support you along the way?
Rate 1-5	5 paws
Puppy Counselor 5	5
Strategies was supplied (Magazin) ( Page annion the second of the second	d prepared by our Travel department for your puppy's arrival?
Rate 1-5 paws	
and angular and was and sometimes and the second an	for the first time how would you rate your reaction?
Rate 1	1-5 paws
Customer Reaction	5
Was your hilling experienc	ce fairly straightforward and easy?
Rate 1-5	contraction of the contraction o
Accounting Dept. 5	
_	with our Customer Care department, how would you rate your experience; were they
nformative and courteous?	
The same of the sa	e 1-5 paws
Customer Care Dept.	5
· ·	
. Would you recommend Pur	rebred Breeders to your friends and family?
***	rebred Breeders to your friends and family?  5 paws

online	
11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!	5
12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	
Our puppy arrived healthy, happy and well cared for. She is a wonderful addition to our family. She is just beautiful!	
Customer ID	
980705	

### Email

Jun 14, 2012 13:30:36 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	egister i de la companya de la comp La companya de la co
City:	Chicago
Postal Code:	60601
Long & Lat:	Lat: 41.8675, Long:-87.6744

Response ID: 5118 Data

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	l	

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	` 4

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws	
Puppy Counselor	3	

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	` 5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	4

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- 11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!
- 12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

### Customer ID

1034422

## 2. Thank You!

### Emai l

Aug 08, 2012 12:56:57 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	L
City:	West Chicago
Postal Code:	60185
Long & Lat:	Lat: 41.8969, Long:-88.210403

# Customer Care Survey

Response ID: 2346 Data

Hawwoold van rate van av	verall experience with Purebred Breeders?
Rate 1-	
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Overall experience 5	
Did you find your Puppy Co	counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?
	and the second s
Rate 1-5 Puppy Counselor 5	
Fuppy Counseloi 3	
Did your Puppy Counselor	clearly communicate the process of receiving your puppy, clarifying how each Purebre
reeders department would st	upport you along the way?
Rate 1-5	5 paws
Puppy Counselor 5	;
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When calling into Purebred	d Breeders, were your calls handled professionally and in a timely manner?
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Reception 5	
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Rate 1-5 paw	vs
Flights Dept. 5	
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And the control of the complete control of the cont	1-5 paws
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Rate 1 Customer Reaction	
Rate 1 Customer Reaction	
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Rate 1 Customer Reaction  Was your billing experience Rate 1-5 paw  Billing Dept. 5	ce fairly straightforward and easy?  vs  xperience with our Customer Care department; were they informative and courteous?
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Rate 1 Customer Reaction  Was your billing experience Rate 1-5 paw Billing Dept. 5  How would you rate your ex Rate Customer Care Dept.	ce fairly straightforward and easy?  Experience with our Customer Care department; were they informative and courteous?  Experience with our Customer Care department; were they informative and courteous?  Experience with our Customer Care department; were they informative and courteous?  Experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Recommendation	5
Annual Committee of the	a para series a responsable property and the series of the

11. Please tell us how you first heard about us.

Google

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

We picked up are adorable dog Ruger from the Breeders. We were 1 hour late because there was a time zone issue which I felt horrible. Just double check on time zones.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Our adorable Chocolate Lab Ruger is a breath of fresh air. My 2 children love him to death and are very attentive to him and what a great spirit he brings to our family. Christine - Bartlett, IL

Customer ID

1059062

### 2. Thank You!

#### Email

Oct 04, 2012 10:32:00 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States	
Region:	L	
City:	Addison	
Postal Code:	60101	
Long & Lat:	Lat: 41.931, Long:-88.009003	

# Customer Care Survey

Response ID: 2525 Data

How would you rate your overall	experience with Purebred Breeders?
Rate 1-5 pav	vs
Overall experience 5	
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Rate 1-5 paw	<b>/S</b>
Puppy Counselor 5	
	ly communicate the process of receiving your puppy, clarifying how each Purebre
reeders department would suppo	
Rate 1-5 paw	<b>/S</b>
Puppy Counselor 5	
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When calling into Purebred Bre	eders, were your calls handled professionally and in a timely manner?
Rate 1-5 paws	
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Reception 5	
Rate 1-5 paws Flights Dept. 4	
When meeting your puppy for th	ne first time how would you rate your reaction?
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Rate 1-5 pa	AWS :
Customer Reaction 5	· ·
. Was your billing experience fair	rly straightforward and easy?
The bearing and the second and the second se	, on ag.,
Rate 1-5 paws	
Billing Dept. 5	
Experience who devotes a manager of other company who has been dealer and the control of the con	ence with our Customer Care department; were they informative and courteous?
Rate 1-5	paws
Customer Care Dept. 5	graduation and
	entative resolve any questions, concerns, or issues that you may have had?
. Did your Customer Care represe	entative resolve any questions, concerns, or issues that you may have had?

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web sight  2. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!  3. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	Recommendation	5
web sight  2. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback i ery important to us!  3. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	The second may be a second to the second may be a second to the second may be a second to the second may be a	is a consistence of the constant of the consta
2. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback if the properties of the space below for a testimonial that we can upload to our Purebred Breeders site.	1. Please tell us how y	irst heard about us.
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very important to us!	and the second	
13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.	12 le thorospything el	ou would like us to know about your experience with Purebred Breeders? Your feedback is
13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.  Customer ID	. is the early time e	
na nama nama 4 ang a sang a sang ang ang ang ang ang ang ang ang ang		
	very important to us!	
Customer ID	very important to us!	ne space below for a testimonial that we can upload to our Purebred Breeders site.
	very important to us!	

### Email

Nov 18, 2012 09:20:39 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	
City:	Chicago
Postal Code:	60638
Long & Lat:	Lat: 41.785301, Long:-87.773399

Response ID: 4282 Data

*		
. How would you rate your o	overall experience with	h Purebred Breeders?
Rate:	1-5 paws	
Overall experience	4	
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Rate 1	L-5 paws	
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Did your Puppy Counseld	or clearly communicate	e the process of receiving your puppy, clarifying how each Pureb
reeders department would		
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	g else you would like us to know about your experience with Purebred Breeders? Your feedback is	
no	<b>,</b>	
12. Please feel free	to use the space below for a testimonial that we can upload to our Purebred Breeders site.	•
	Shepherd Seabiscuit! I was a little nervous b/c I didn't get to meet him in person in order to pick him out but; I would not change a thingNicole	
Customer ID		
982936		
2. Thank You!		••••
Email May 26, 2012 23:3	2:35 Success: Email Sent to: marketing@purebredbreeders.com	
Response Locatio	A CONSISTENCE OF THE PRODUCTION OF THE PRODUCTIO	****
Country:	United States	
Region:	L	

City:

Postal Code:

Long & Lat:

Oak Lawn

Lat: 41.709099, Long:-87.759598

60453

10. Please tell us how you first heard about us.

Response ID: 4060 Data

Life would you rate your overall experience with Purebred Breeders?  Rate 1-5 paws Overall experience 5  2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?  Rate 1-5 paws Puppy Counselor 5  3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?  Rate 1-5 paws Puppy Counselor 5  4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?  Rate 1-5 paws Reception 5  5. Were you well informed and prepared by our Travel department for your puppy's arrival?  Rate 1-5 paws Travel Dept. 5  6. When meeting your puppy for the first time how would you rate your reaction?  Rate 1-5 paws Customer Reaction 5  7. Was your billing experience fairly straightforward and easy?  Rate 1-5 paws Accounting Dept. 5  8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?  Rate 1-5 paws Customer Care Dept. 5  9. Would you recommend Purebred Breeders to your friends and family?  Rate 1-5 paws Customer Care Dept. 5	* I	
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Rate 1-5 paws	Customer Care Dept. 5	
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	and the management of the state	

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11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

the entire experience was great!

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

WOW, we LOVE our new labradoodle DUNKIN. Hes frisky, cuddly, and SO beautiful. He is absolutely everything described! i would highly recommend PureBreeders to anyone interested in a pup. SPOILED rotten (already), pam dryier Illinois

#### **Customer ID**

984482

### 2. Thank You!

#### Emai!

May 10, 2012 09:24:32 Success: Email Sent to: marketing@purebredbreeders.com

	and the second of the second o
Country:	United States
Region:	KY
City:	Russellville
Postal Code:	42276
Long & Lat:	Lat: 36.8736, Long:-86.874901

# Customer Care Survey

Response ID: 2504 Data

How would you rate your overall experience with Purebred E	Breeders?
Rate 1-5 paws	
Overall experience 5	
. Did you find your Puppy Counselor to be knowledgeable, co	ourteous, and helpful when selecting your new puppy?
Rate 1-5 paws	
Puppy Counselor 5	
. Did your Puppy Counselor clearly communicate the process reeders department would support you along the way?	s of receiving your puppy, clarifying how each Purebred
Rate 1-5 paws	
Puppy Counselor 5	
	and the second s
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Rate 1-5 paws	
Reception 5	
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Rate 1-5 paws	
Flights Dept. 5	
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Rate 1-5 paws	
Customer Reaction 5	
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'. Was your billing experience fairly straightforward and eas	y?
Rate 1-5 paws	
Billing Dept. 5	
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B. How would you rate your experience with our Customer Car	re department; were they informative and courteous?
Rate 1-5 paws	
Customer Care Dept. 5	
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Did your Customer Care representative resolve any question	ons, concerns, or issues that you may have had?
Rate 1-5 paws	
Customer Care Rep. 5	

Ra	e 1-5 paws	
Recommendation	5	
11. Please tell us how you	first heard about us.	
browsing the web		
12. Is there anything els very important to us!	you would like us to know	about your experience with Purebred Breeders? Your feedback is
	you would like us to know	about your experience with Purebred Breeders? Your feedback is
very important to us! He is wonderful		about your experience with Purebred Breeders? Your feedback is onial that we can upload to our Purebred Breeders site.
very important to us!  He is wonderful  13. Please feel free to use		
very important to us! He is wonderful		

## Email

Nov 13, 2012 19:47:29 Success: Email Sent to: marketing@purebredbreeders.com

Country:	United States
Region:	L .
City:	Aledo
Postal Code:	61231
Long & Lat:	Lat: 41.1987, Long:-90.721901