

Jackson

A + A = CLAUDIA



SKYLINE

SkyCare Survey

Do you have any concerns about your new home that have not been addressed to your satisfaction?

N/A

What additional information would you like to receive during this orientation? NONE

If you were again in the market for a manufactured home, or if a friend or relative asked for a recommendation, would you likely select a Skyline Home? Yes No MAYBE

Would you likely select your retailer MA WILLIAMS Yes ✓ No

Using a 1-5 scale, where 5 is excellent, how would you rate the following items for individual performance?

Sales Person 5 Home Delivery Process 7 Home Delivered as ordered 7

Home Cleanliness 5 Explanation of Customer Service Warranty Procedures 5

Orientation Presentation 5 Orientation Representative 5

Any additional comments:

Customer's Signature: [Signature]

Date: 5/22/09

Customer's Phone number:

Service Technician: [Signature]

S/N: 6J 71 0253 X