

Docket # _____

Dear Cook County Child Support Client;

On ____/____/____ you placed a call to the Cook County Clerk of the Circuit Court
Child Support Hotline, at (312) 345-4015

We are committed to providing you with the best customer service possible. Please take a moment
to rate your experiences with the Cook County Child Support Hotline, and return this survey in
the enclosed self-addressed envelope. Thank you!

| Cook County Child Support Customer Service Survey | Agree | Disagree | No Opinion |
|---|--------------|-----------------|-----------------------|
| 1. My call was answered in a timely manner. | | | |
| 2. The customer service operator was friendly , courteous, professional and helpful. | | | |
| 3. The customer service operator provided his/her name and telephone number to me. (If you know the name and/or extension # of operator, please provide: _____ at phone # (312)345-_____) | | | |
| 4. The customer service operator provided me with the information requested. | | | |
| 5. The customer service representative resolved the problem I inquired about. | | | |
| 6. Overall, I was satisfied with the service provided to me by the Office of the Clerk of the Circuit Court of Cook County, Child Support Division. | | | |
| Comments/Suggestions: | | | |

Your name and telephone number (optional): _____

(8/27/02) 700*012