

**Overall, how satisfied are you with the way your issue was handled?**

- ☒ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Next

Next, please tell us how much you agree or disagree with the following statements.

	Strongly agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Strongly disagree
My phone call was answered in a timely manner	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The response I received was easy to understand	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My specific issue was addressed	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The response I received was friendly	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of information I was required to provide to PayPal was reasonable	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated like a valued customer	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to find PayPal's customer service phone number	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PayPal's telephone system was easy to use	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using PayPal's telephone system, I was able to quickly get to the appropriate area	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**Did this issue cause you a financial loss?**

☐ Yes

☒ No

☐ NA - - Issue still unresolved

Next

**How many times have you contacted PayPal in regard to this specific issue?**

☒ 1

☐ 2

☐ 3

☐ 4-6

☐ 7+

Next

**Now, thinking only about the PayPal representative that assisted you in this process, how would you rate your satisfaction with their professionalism and knowledge?**

- ☒ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

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## How likely are you to use PayPal in the future?

- ☒ Very likely
- ☐ Somewhat likely
- ☐ Neither likely nor unlikely
- ☐ Somewhat unlikely
- ☐ Very unlikely

Next

**Based on this experience, would you recommend calling PayPal's customer service number if a friend needed help from PayPal?**

- ☒ Definitely
- ☐ Probably
- ☐ Might or might not
- ☐ Probably not
- ☐ Definitely not

Next

## Was this issue related to your...

- ☒ Personal account
- ☐ Premier account
- ☐ Business account
- ☐ None of the above – I do not have an account with PayPal

Next