

Customer Feedback Questionnaire

Thank you for using the services of the Jamaica Ship Registry (JSR). It was our pleasure to work with you and in order to serve you better we would appreciate feedback on the quality of service provided by the JSR. We hope you will be able to take the time to help us improve our services, by providing frank answers to the following questions: The information will be used solely for our purposes. Thank you.

1. What services were provided to you by the JSR?
 - (i) Ship Registration
 - (ii) Mortgage Registration
 - (iii) Vessel De-registration
 - (iv) Issue Transcript
 - (v) Other _____ (please state)

2. Was the process clear and easy to follow? Yes No
If 'no', please state.

- 2a. How could this be improved?

3. The forms used in the process were easy to understand and complete Yes No
If 'no', please state area(s) of difficulty

4. Communication with the registry during the process was:
Efficient Somewhat Slow Slow

5. Communication with the registry was by:
Email Fax Telephone Other _____

6. The JSR website was helpful in obtaining
 - (i) Information about the process
 - (ii) Forms
 - (iii) To complete forms
 - (iv) Not used

7. How would you compare the services of the Jamaica Ship Registry with that of other registries?
Same Better Worse Other _____

8. Please state any other comments (positive or negative)

