



CUSTOMER Care SURVEY FAX TO 866-324-4646

Dear Valued Customer,

TriEagle Energy is committed to ensuring the highest level of customer service and convenience in all aspects of our business. A key component of this process is listening to our customers. We would truly appreciate you taking a few minutes to answer the following questions and return this to us in the enclosed envelope so that we may continue to improve our service to you in the future.

Please use the scale below to rate the following questions:

- (1) Unsatisfactory – did not meet my expectations
- (2) Satisfactory – met my expectations
- (3) More than satisfactory – exceeded my expectations
- (4) I have no opinion

	1	2	3	4
Web Site (www.trieagleenergy.com) – clear and understandable				
Web Site (www.trieagleenergy.com) – informative				
Letter of Authorization Form (LOA) – clear and understandable				
Response time to initial request for pricing proposal – 5 business days				
Pricing Proposal – clear and understandable				
Customer Service Rep. – polite and courteous				
Customer Service Rep. – responsive and effective				
Sales Contract – clear and understandable				
Sales Rep(s). – polite, courteous and responsive				
Overall interaction and communication with TriEagle				

Please check the appropriate response(s) for the following questions:

- Accepted the proposal/contract because of:
- Price
 - Customer Service
 - Stable/Trustworthy Company
 - Other _____

I would: Highly Recommend Recommend Not Recommend
TriEagle Energy to my friends and associates because _____.

Please provide any additional comments that you feel would help us to improve our level of customer service to you. Thank you for your time!

Company Name: _____ **Contact:** _____
Email: _____ **Telephone:** _____

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