

Hawthorne & Co.

Certified Public Accountants



How are we doing?

We believe listening is the key to understanding. At Hawthorne and Company, you have our full attention. We would love to hear your thoughts or feedback on how we can improve your experience.

Take this survey online at <https://hawthorne-cpa.com/feedback/>

Your Name: _____ Your Email: _____

Which of our staff members provided services to you (check all that apply)?

- | | | |
|--|---|--|
| <input type="checkbox"/> Balvin May | <input type="checkbox"/> Kim Dunn-Hawthorne | <input type="checkbox"/> Ujwal Basnet |
| <input type="checkbox"/> Carl Schneider | <input type="checkbox"/> Madison Dunn | <input type="checkbox"/> Vickie Owens |
| <input type="checkbox"/> Chi Tu | <input type="checkbox"/> Mahad Hussein | <input type="checkbox"/> William Prather |
| <input type="checkbox"/> Dave Hawthorne | <input type="checkbox"/> Nicole Vanderzee | <input type="checkbox"/> Not sure/Not applicable |
| <input type="checkbox"/> Dorine Nyman | <input type="checkbox"/> Racheal Kolawole | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Gina Randall | <input type="checkbox"/> Rex Barrett | |
| <input type="checkbox"/> Hanae Kurahara Sisk | <input type="checkbox"/> Theresa Christianson | |

What type of services did we provide to you (check all that apply)?

- | | | |
|--|---|--|
| <input type="checkbox"/> Tax Preparation | <input type="checkbox"/> Estate or Trust Planning | <input type="checkbox"/> Audits/Reviews |
| <input type="checkbox"/> Tax Planning | <input type="checkbox"/> Retirement Planning | <input type="checkbox"/> Other Accounting Services |
| <input type="checkbox"/> Accounting/Bookkeeping | <input type="checkbox"/> Startup Business Consultation | <input type="checkbox"/> Other Business Services |
| <input type="checkbox"/> Payroll & Business Tax Prep | <input type="checkbox"/> Non-Profit: CFO Services or Mgmt | <input type="checkbox"/> Administrative/General Services |
| <input type="checkbox"/> Real Estate Transactions | <input type="checkbox"/> Business Consulting | <input type="checkbox"/> Other Services |

What were your expectations when you first came to us for professional services?

Did we meet the overall expectations you had for us?

- ☐ Exceeded Expectations ☐ Met Expectations ☐ Did Not Meet Expectations

How satisfied are you with the quality of our work?

- | | | | | |
|------------------|-----------|---------|--------------|---------------------|
| 5 | 4 | 3 | 2 | 1 |
| Highly Satisfied | Satisfied | Neutral | Dissatisfied | Highly Dissatisfied |

How satisfied are you with the time we took to complete the work?

- | | | | | |
|------------------|-----------|---------|--------------|---------------------|
| 5 | 4 | 3 | 2 | 1 |
| Highly Satisfied | Satisfied | Neutral | Dissatisfied | Highly Dissatisfied |

See reverse side for additional questions

Please mark a box for each statement below to indicate your level of agreement:

Statement	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The work done for me was completed accurately.					
The work done for me was completed within the given time frame.					
I feel that the work was completed with my best interests in mind.					
The employees and offices of Hawthorne & Co. CPAs looked professional and neat.					
The presentation of the work delivered to me looked professional and neat.					
I feel that my specific tax situation was understood and the work was personalized to my needs.					
It was easy to get a hold of the staff members I needed to speak to regarding questions or concerns.					
When I had questions or concerns, they were responded to quickly and thoroughly.					

Is there anything we can do next time to make your experience even better?

Is there anything else you would like to tell us regarding your experience with our firm?

How likely is it that you would recommend our firm to a friend or colleague for professional services?

10 9 8 7 6 5 4 3 2 1 0
Extremely Likely Neutral Not at all likely