



SERVICE EVALUATION

Two of the important purposes of the Memorial Society of British Columbia are to promote the right of every person to simple, dignified and affordable arrangements for death and to assist and support the bereaved in making such arrangements.

The Memorial Society of British Columbia would like to have your opinion on the services of the funeral provider you dealt with. Please read the following statements and indicate the extent to which you agree or disagree with each of the statements.

(Only answer the questions you wish to answer.)

1. The funeral provider I dealt with showed me respect, understanding and compassion.

Strongly agree Agree Disagree Strongly disagree

2. I was comfortable in the surroundings while making the arrangements.

Strongly agree Agree Disagree Strongly disagree

3. In dealing with the funeral provider, I felt pressured to deviate from my original intentions.

Strongly agree Agree Disagree Strongly disagree

4. The costs for all the services and products provided were explained to me.

Strongly agree Agree Disagree Strongly disagree

5. Overall, I was satisfied with the services of the funeral provider.

Strongly agree Agree Disagree Strongly disagree

6. I would recommend to others the funeral provider I dealt with.

Strongly agree Agree Disagree Strongly disagree

7. I would recommend to others that they should become members of the Memorial Society of British Columbia.

Strongly agree Agree Disagree Strongly disagree

(Please turn over)

MSBC Service Evaluation (continued...)

The funeral provider I dealt with was:

Name _____

Location _____ British Columbia.

COMMENTS (*Any comments you make will be appreciated – use additional sheet if necessary.*)

If you wish to give your name, please complete the following:

Name _____

Address _____

Phone _____

Email _____

Name of Deceased Member _____ **(optional)**

I **am** a member of the Memorial Society of British Columbia

I **am not** a member of the Memorial Society of British Columbia and would like to receive information

Thank you very much.

Please fax or mail to:

Memorial Society of British Columbia
205 – 640 West Broadway, Vancouver, B.C. V5Z 1G4

Local: Tel: 604-733-7705 Fax: 604-733-7730

Toll Free: Tel: 888-816-5902 Fax: 888-816-5903

E-mail: mail@memsoc.org

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