

GAF[®] MarketPulse[™] Survey

Complete this MarketPulse[™] Survey online at www.gaf.com/survey for the option to participate in GAF's online "Share My Roof Program" (by uploading a photo of your family & your roof)

Name _____ Warranty # _____
 Address _____
 City _____ State _____ Zip _____
 Phone: (optional) _____ E-mail: (optional) _____
 Survey/Contractor #: (if applicable) _____

Thank you for your help!

GAF Factory-Certified Contractors know that to be successful they must continuously improve. Your participation will help your contractor better understand their strengths and weaknesses – and as a result they will provide even better service for future customers.

Step 1: Your thoughts about your experience with your GAF Factory-Certified Contractor...

	Strongly Agree	Agree	No Opinion	Disagree
About The Salesperson/Estimator				
• Understood my needs				
• Clearly explained the estimate				
• Acted professionally				
About The Installation				
• Acted courteously				
• Performed as professionals				
• Protected property during installation				
• Cleaned up after job completion				
• Completed project on time				
About The Results				
• Met my expectations				
• Would recommend to others				

Step 2: Please complete the following statements...

"If I owned this company I would...." _____

"I would recommend this company to others, because I believe they...." _____

Step 3: About the products you selected for your roof...

Why did you choose the shingles you had installed on your roof? _____

Please rate your satisfaction with your new shingles in the following areas by checking off the box that is most appropriate...

	Very Satisfied	Satisfied	Undecided	Unsatisfied
• Appearance				
• Quality/Performance				
• Value				

(Continued on back)

On a scale of 1-5 (5=Definitely Recommend), would you recommend this product to others?

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Why would you recommend this product? _____

What do you like best about the shingles installed on your house? _____

Please share any other comments/statements you may have about the shingles installed on your home. _____

I hereby grant GAF the right to use any information contained herein along with my initials, city, and state for any purpose.

YES **NO**

Please return in Pre-Paid Self-Addressed Envelope provided...

Attn: MarketPulse™ Survey Team
GAF
1361 Alps Road
Wayne, NJ 07470

Certified Contractor Hotline: 1-888-532-5767, Option 1