

Sherwood Management Co., Inc.  
Customer Service Report

**WHEN COMPLETED FAX TO (310) 665-2151**

Use this form to report to SMC any customer service problem that you feel could have been prevented or can be prevented in the future. DO NOT USE THIS FORM TO PASS THE PROBLEM TO SOMEONE ELSE. It is EVERY associate's responsibility to work to solve the customer's problem, make the sale or otherwise help the customer as best as we can, when the customer is in the store or on the phone and has the problem. This form and the review process is intended ONLY to help identify those things we can do differently to help prevent the problem from re-occurring. AFTER the customer's problem has been resolved or the sale has been made, use this form to let SMC know about the problem so that we can attempt to prevent it in the future.

Store Number/Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Customer Account Number (if applicable): \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

\_\_\_\_\_ Collections Issues - Attach an F8 ALL for customer's account.

\_\_\_\_\_ collection staff was rude and unprofessional (if possible, please let us know who the customer said they spoke to and approximately the day and time of day they were called).

\_\_\_\_\_ a 'good customer' received a collection call (LCPC or other) at home or at work and did not appreciate being called.

\_\_\_\_\_ customer, any customer, received a piece of mail or phone call from the collections department that the customer felt was too severe.

\_\_\_\_\_ Other Issues - Please describe fully!

\_\_\_\_\_  
\_\_\_\_\_

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completed by (store associate): \_\_\_\_\_

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