

VISA APPLICATION CENTER COMMENT CARD

Please help us to serve you better.

Date: ___/___/_____
(MM DD YYYY)

How *satisfied* were you with each of the following today?

Enter a number in each box below. 1 for “strongly agree”, 2 for “agree”, 3 for “disagree”, 4 for “strongly disagree”, and 5 for “not applicable”

Quality of Service	1	2	3	4	5
The call center service was courteous and informative.					
The Email Support service I received was very helpful and prompt.					
I received prompt, courteous service at the visa application center.					
I was provided the information I needed by the visa center staff.					
The procedure was clear and simple.					
I was satisfied with the office facilities.					
The security staff was courteous & efficient.					
The VFS website was user-friendly and informative.					
Overall, I am very satisfied with the visa service I was provided by VFS.					

What did you **like most** about the visa application center? (Describe)

What **improvements** would you like to see? (Describe)