

Membership Cancellation Form:



Thank you for taking the time to fill out our cancellation form. We only hope that by providing us with your feedback, we can enhance our services and provide the best experience possible.

This form is required and takes less than 1 minute to fill out:

1) Why are you canceling your membership? (circle)

- a) Can't afford it
- b) Just not using it as much as I thought
- c) Was hoping for better results

2) Which of the following did you like or not like? (circle multiple)

- | | | | |
|-------------------------|---------------|-----------------------|---------------|
| a) Website design | like / didn't | d) Membership card | like / didn't |
| b) Response format | like / didn't | e) Welcome kit & info | like / didn't |
| c) Quality of responses | like / didn't | f) Online content | like / didn't |

3) What grade letter would give us on the following? (fill in)

- 1) Timeliness of responding to your requests _____
- 2) Quality & Accuracy of our responses _____
- 3) Courtesy and overall professionalism _____

4) Did you ever use your Red Butler Privileges Card to access perks? (circle)

- a) Went great, got excellent treatment
- b) Never used it, where are these discounts?
- c) I preferred using the Red Butler iPhone application.

5) Which of the following would you like to see added to Red Butler? (circle multiple)

- | | |
|---------------------------------|---|
| a) Monthly Magazine | d) More Red Butler Privilege locations |
| b) Tips in my City Specifically | e) A call from someone every now and then |
| c) Providing Errand requests | f) More online content and reviews |

6) What advice would you suggest for us to improve our business?

Please note that you will always keep your same member #, so we welcome you back at anytime:

Name: (please print):

Member #:

Today's Date:

Please fax this form back to **323 651 5800** to cancel your membership.