

## Membership Cancellation Form:

Thank you for taking the time to fill out our cancellation form. We only hope that by requesting your feedback, we can enhance our services.



**This form is required** in order to cancel your membership:

---

1) Why are you canceling your membership? *(select one or more)*

- a) Cutting back on costs
- 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? *(select one or more)*

- |                         |               |                       |               |
|-------------------------|---------------|-----------------------|---------------|
| 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?

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

4) Did you ever use your concierge card for local discounts, how did it go? *(select one or more)*

- a) Went great, got excellent treatment
- b) Didn't go so well
- c) Never used it, where are these discounts again?

5) Which of the following would you like to see added to Red Butler? *(select one or more)*

- |                              |                                  |
|------------------------------|----------------------------------|
| a) Monthly Magazine          | d) Red Butler Credit Card        |
| b) Monthly Email Updates     | e) More insider parties & events |
| c) Providing Errand Services | f) More discount locations       |

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 **213.252.4434** to cancel your membership