



International Trade & Investment Office (ITI) Client Impact Statement

The information collected on this form is for the sole purpose of evaluating the services of the DED International Trade & Investment Office, as well as to continuously improve upon service delivery and business methods. As per the requirements of our Disclosure and Confidentiality Agreement, all information disclosed below will be held confidential.

PLEASE RETURN THIS FORM WITHIN 10 DAYS

TRADE ASSISTANCE:

COMPANY NAME: _____

SERVICE(S) RECEIVED:

CUSTOMER SATISFACTION:

Please rank your customer experience; 5 being most favorable and 1 being least favorable

5 4 3 2 1

The information/assistance provided was very useful.

The information provided was clear and easy to understand.

The assistance provided was timely.

The assistance provided was comprehensive.

Staff demonstrated a high level of professionalism.

Staff was knowledgeable on the subject matter.

ITI services will assist us to achieve our goals in the international market.

I am likely to recommend the international trade services of ITI to other companies.

BUSINESS IMPACT:

Most likely Yes No

Will the services provided by ITI lead you to export?

Will the services provided by ITI enable you to enter a new market?

Will the services provided by ITI help you obtain export finance assistance?

Will the services provided by ITI assist you to generate additional sales through exporting?

The services provided by ITI are expected to increase our export sales over the next 12 months by an estimated US \$ _____ and will increase the number of jobs at our facility by _____, and/or help to retain _____ jobs at our facility?

