



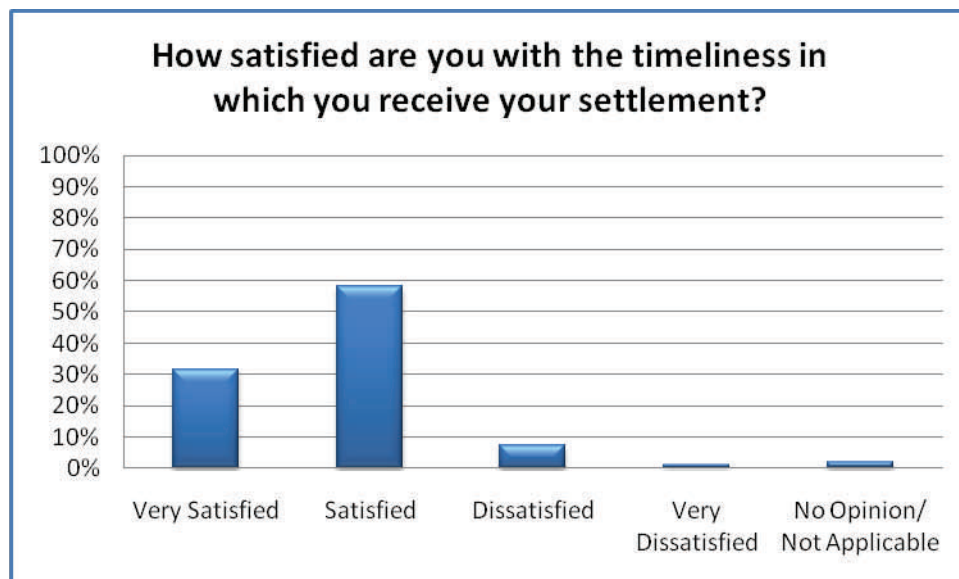
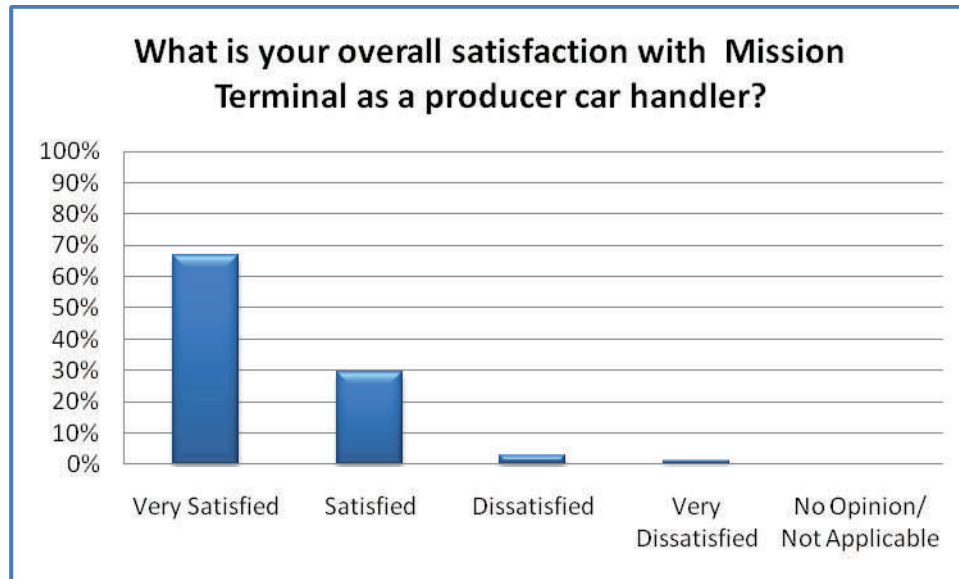
Customer Survey
June 2010

In the spirit of continuous improvement over the period of June 12-28th Mission Terminal contracted an independent party to conduct a Customer Feedback survey on it's behalf. A random selection of 200 producers from Manitoba, Saskatchewan and Alberta were asked to give us feedback on our performance and programs.

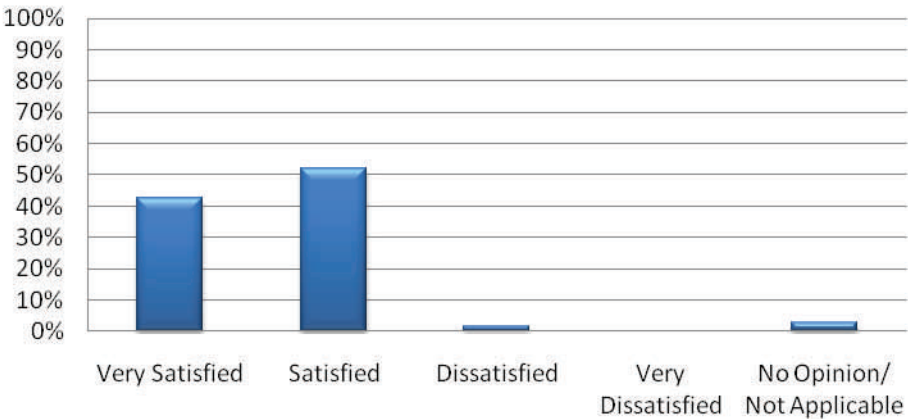
Thanks to all who participated.

Customer Service

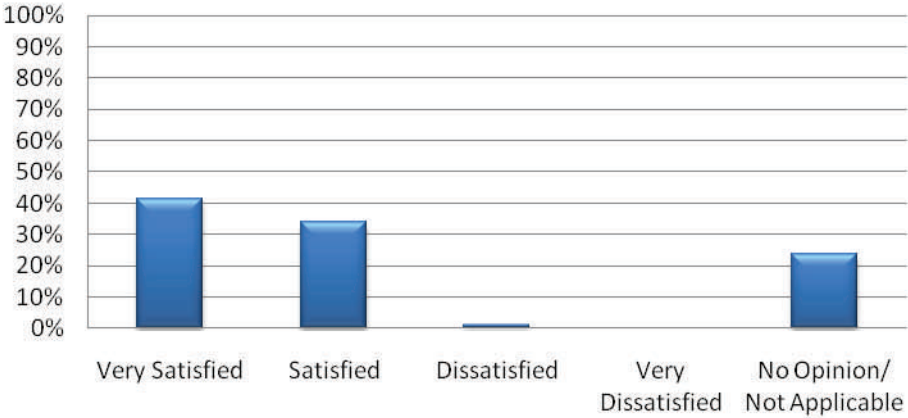
In the first portion of the survey producers were asked to rate our customer service skills:



How satisfied are you with the accuracy of your settlement?



How satisfied are you with Mission's response to issues that arise?

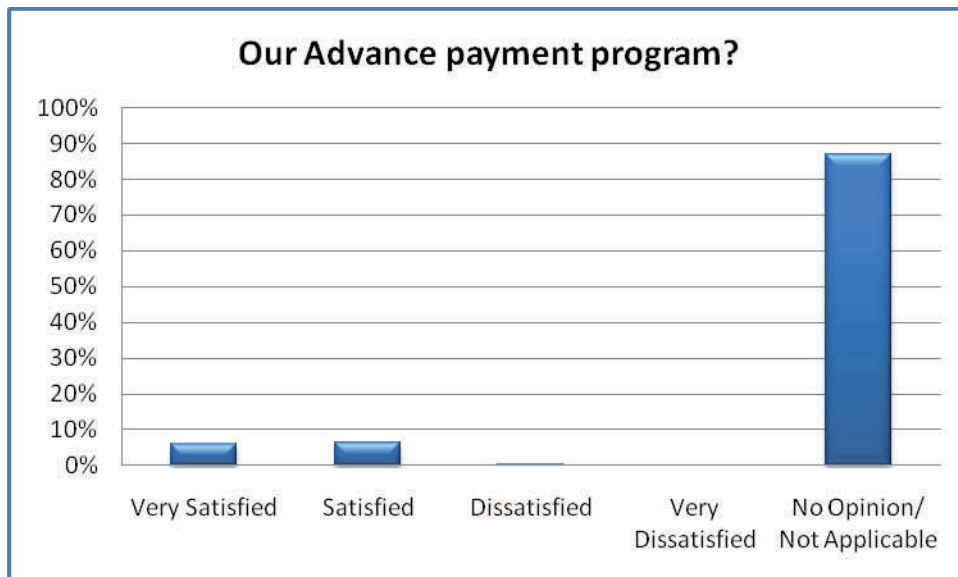
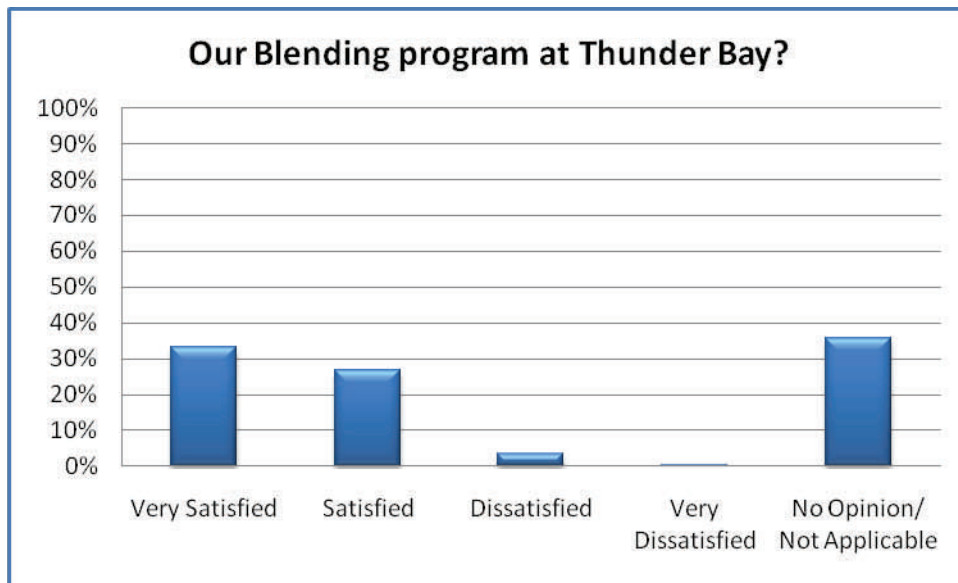


Customer Service



Programs and Services

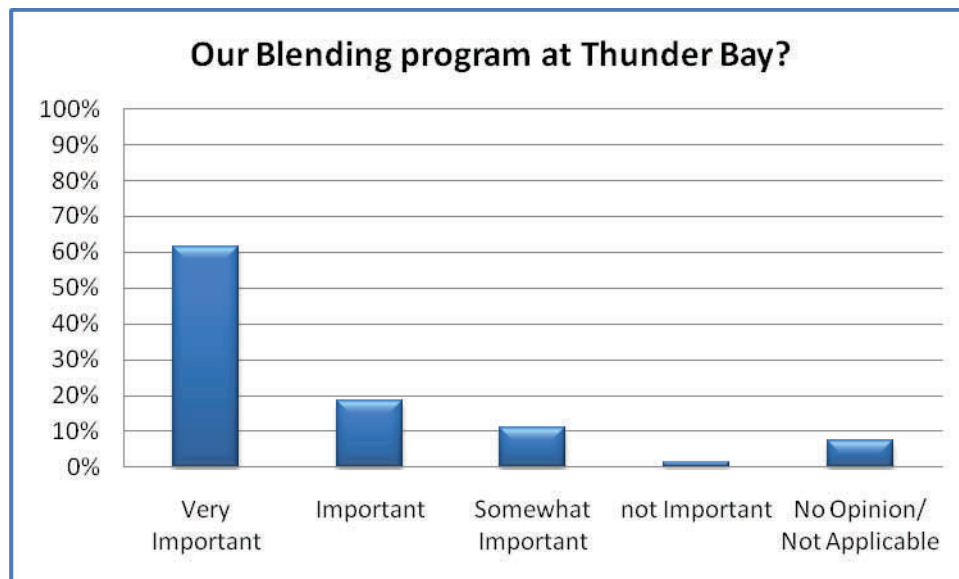
Are you satisfied with the following programs and services offered by Mission Terminal?

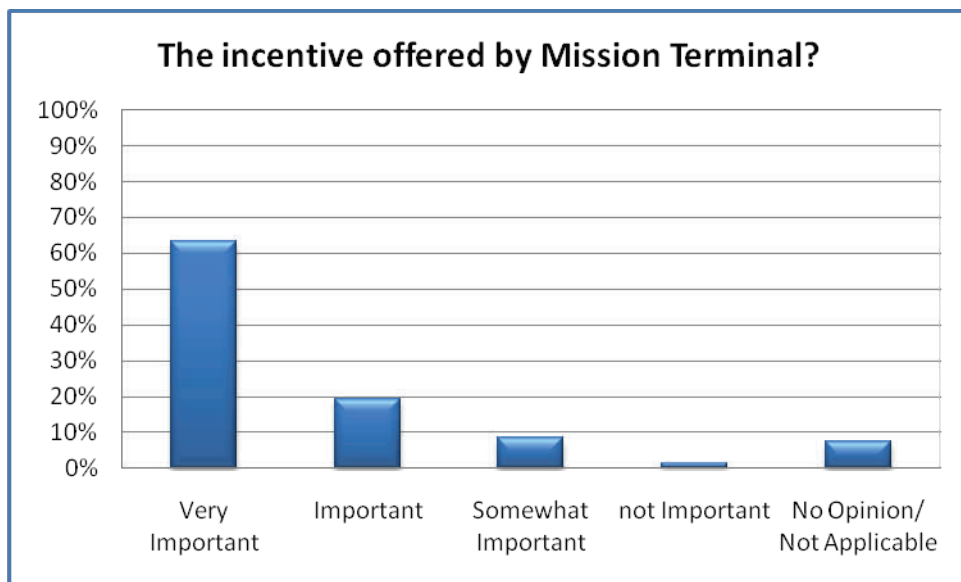
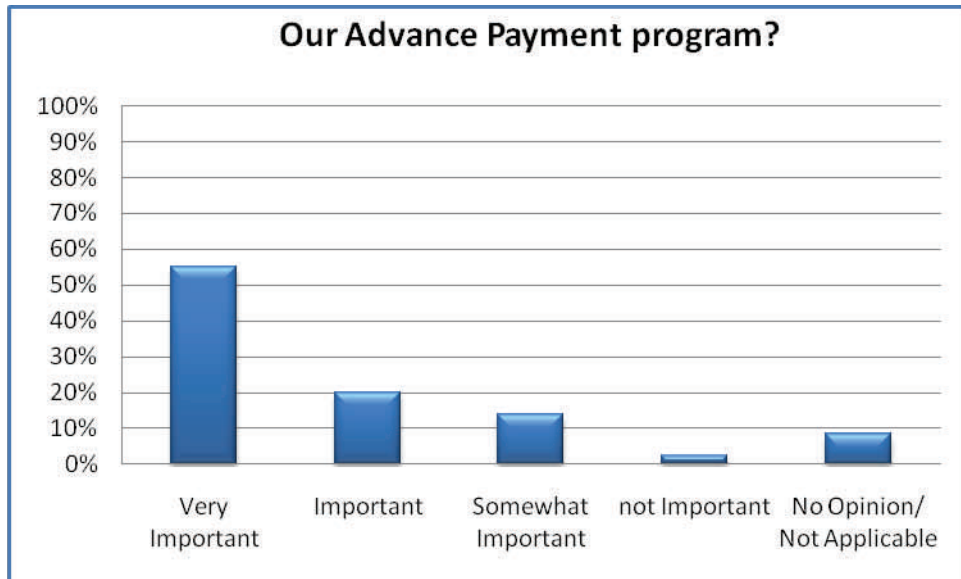


Programs & Services



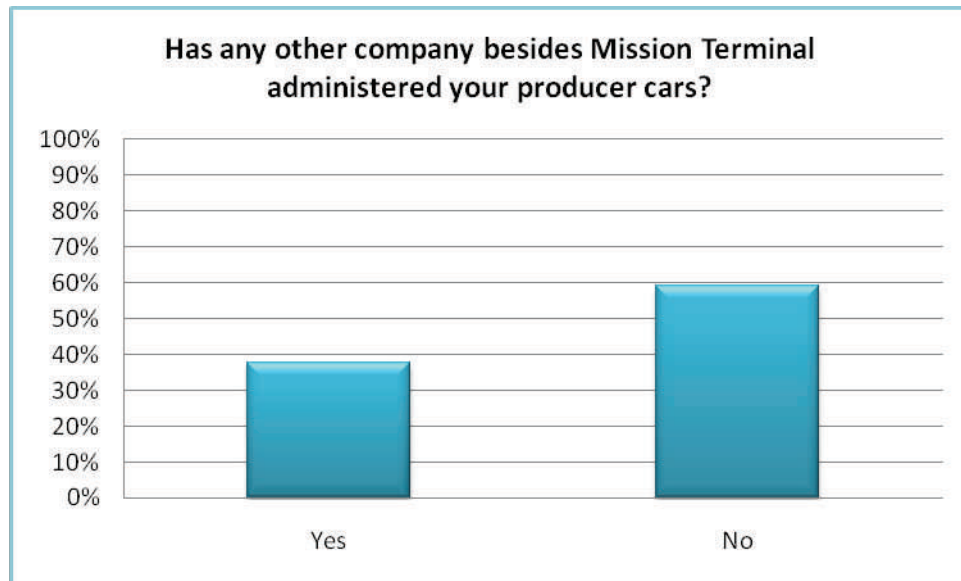
How important are the following programs and services offered by Mission Terminal?



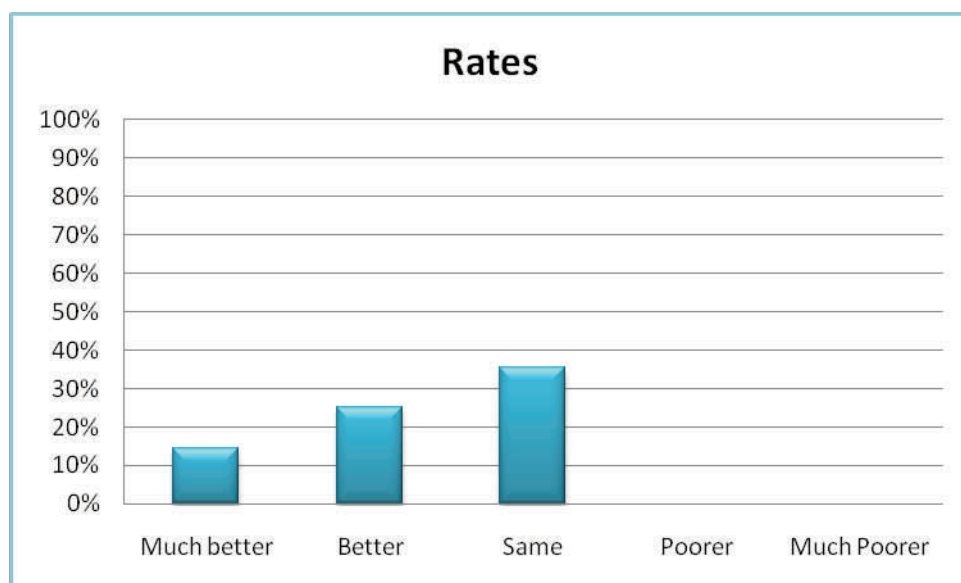


In Comparison

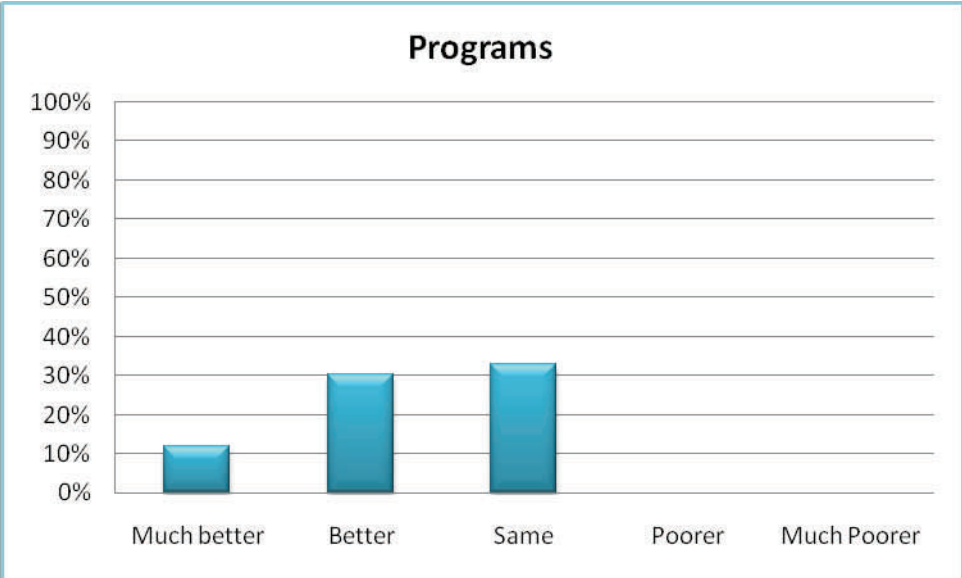
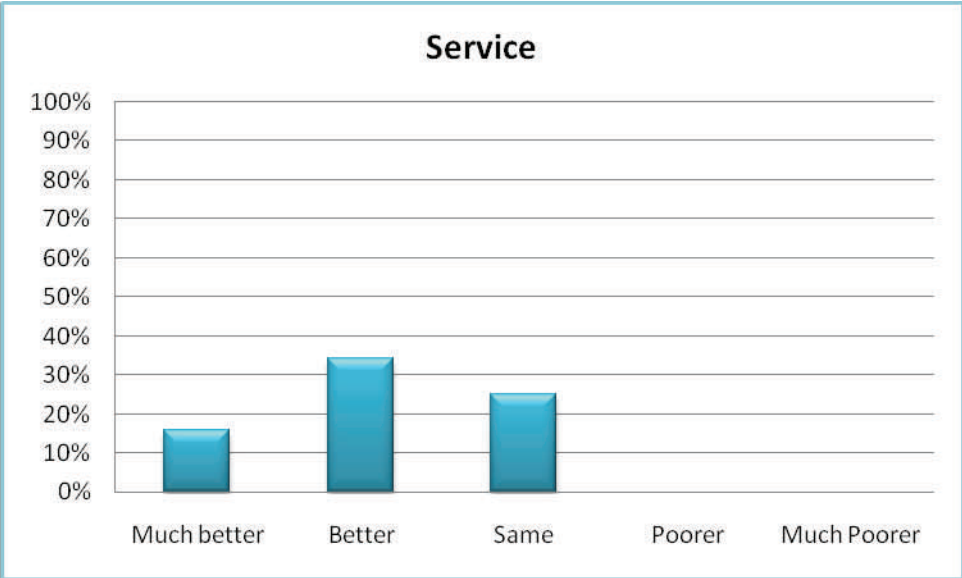
Comparison to other Administrators:



If yes, how would you rate Mission Terminal compared to its competition in the following areas?



In Comparison



Overall

