**Embassy of the Republic of the Philippines**  
**Ottawa, Ontario, Canada**

**Client Feedback Survey**

**Date:**

**Name:** (optional)  
**Contact details:** (phone/email)

**What transaction/s did you have at the Embassy?**

**CONSULAR**
- ☐ Passport Renewal  
- ☐ New Passport  
- ☐ Passport Release  
- ☐ Notarial/Authentication  
- ☐ Dual Citizenship  
- ☐ NBI Fingerprinting  
- ☐ Visa  
- ☐ Others, specify

**TRADE & INVESTMENT**
- ☐ Business call  
- ☐ Telephone query  
- ☐ Email  
- ☐ Others, specify

**TOURISM & CULTURE**
- ☐ Personal call/meeting  
- ☐ Telephone query  
- ☐ Email  
- ☐ Special event, specify  
- ☐ Others, specify

**ADMINISTRATIVE SERVICES**
- ☐ Personal call/meeting  
- ☐ Telephone query  
- ☐ Email  
- ☐ Others, specify

**What time did you arrive at the Embassy?**

**What time did you finish your transaction?**

**Name of official/staff who served you:**

**Please rate our services by checking the appropriate boxes:**

<table>
<thead>
<tr>
<th>Quality of Service (Kalidad ng serbisyo)</th>
<th>Excellent</th>
<th>Satisfactory</th>
<th>Neutral or Average</th>
<th>Unsatisfactory</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courtesy or politeness (Magalang)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Promptness (Mabilis)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Competence (Kaalaman sa gawain)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FACILITIES (Pasilidng/Kapaligiran)</th>
<th>Excellent</th>
<th>Satisfactory</th>
<th>Neutral or Average</th>
<th>Unsatisfactory</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort (Kaayusan)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cleanliness (Kalinisan)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sufficiency (Pagkakumpleto)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Other comments/suggestions**

---

**PLEASE DROP IN THE BOX LOCATED IN THE PUBLIC AREA OR EMAIL TO embassyofphilippines@rogers.com.**