

**Your Feedback Matters**

# **Customer Satisfaction Survey**

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(800) 462-2176 \* (618) 220-7332 \* DSN: 770-7332



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**HIGHER SCORES**

mean *MORE* business  
for the moving company

**LOWER SCORES**

mean *LESS* business  
for the moving company

You recently completed a personal property move.

Your participation in DoD's Customer Satisfaction Survey (CSS) is essential to ensure that quality moving companies are awarded shipments.

The CSS is a 12 question evaluation designed to score the service and performance of your moving company.

How you score your moving company on the CSS directly affects whether they receive more or less business in the future.

For more information, visit: [www.move.mil](http://www.move.mil)

Thank you for taking the time to complete your CSS.

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Military Surface  
Deployment &  
Distribution  
Command



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