



MBNA CONSUMER RESPONSE PROGRAM REORDER FORM

When you know your customers' needs, your future business decisions will be more accurate and cost-effective

MBNA's Consumer Response Program provides their members with a tool with which they can "blindly" evaluate their customer service. This program consists of feedback cards to be filled out by your customers anonymously and returned to MBNA Headquarters. MBNA will then provide you with quarterly reports highlighting your customers' feedback.

The cost of initial enrollment is \$250.00 and includes 100 self-mailing response cards and 50 "Where to Purchase a Memorial" Brochures. Additional response cards can be purchased at \$2.00 a piece. To enroll in the program, please fill out the information below.

NAME: _____ DATE: _____
FIRM NAME: _____
STREET ADDRESS: _____ P.O.BOX: _____
CITY: _____ STATE/PROVINCE: _____
ZIP CODE: _____ TELEPHONE: _____ FAX: _____
EMAIL: _____ WEBSITE: _____

Check (enclosed) _____
Credit Card: _____ Visa _____ Mastercard _____ Amex _____ Disc _____
Bill Me _____
Card Number: _____
Card Expiration Date: __ __ / __ __ Card CVV#: _____
Card Holder's Name: _____

Mail or Email To:

MBNA | 136 South Keowee Street, Dayton, OH 45402 | info@monumentbuilders.org

Fax To:

(937) 222-5794

Consumer Response Cards will be promptly shipped upon receipt of payment.