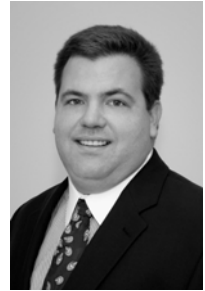


Scovan Financial Services, Inc.
An Independent Firm

2014 Goose Creek Rd., Suite 112
Waynesboro, VA 22980
(540) 943-4311
Fax (540) 943-4929
Toll Free (800) 518-2573

Securities offered exclusively through **Raymond James Financial Services, Inc.** Member NASD/SIPC



Dear Reader:

At Scovan Financial Services we try to differentiate ourselves from our competition by focusing on *quality*. Not only the *quality* of our financial planning, guidance, and advice, but also the *quality* of our everyday service—our publications, our attitude, our tone, our responsiveness.

We hope we are doing a good job. But it's not important what we think; what's important is what **you** think! So this is your chance to tell us what we are doing right and doing wrong—your report card on us.

Please take a few minutes to complete the enclosed confidential survey and return it in the self-addressed envelope. Augment it with a call, if you like. We are always glad to hear from you!

Sincerely,

Scott A. Koehn
Financial Advisor, RJFS
Registered Principal, RJFS

SAK/SFS

CONFIDENTIAL SURVEY

Your Name: _____

NOTE: Please rate statements 1–7 with the letter that best describes how you feel:

A. EXCELLENT B. GOOD C. SATISFACTORY D. POOR

1. ____ Timely response to service requests
1. ____ Resolution of questions, requests or problems
2. ____ Courtesy on the phone as well as in person
3. ____ **Quality** of our periodic letters
4. ____ **Quantity** of my mailings **If D. Poor:** Too many Not enough
5. ____ Staff

__ Timely response to service requests

__ Courtesy on the phone

6. ____ *Overall*, how we're doing as a team

1. Based on my service and performance up to now, how comfortable would you be in recommending my services to your friends and family?

Love to! Probably Probably Not Never!

1. If you would like me to send information (such as a packet of information on Scovan Financial) to a friend or relative, please indicate below.

Name _____ Address _____

Phone(s) _____

COMMENTS

Overall, I feel you could use improvement with _____

However, I am pleased with _____

Please feel free to use the reverse side or the small space below for:

- Workshop Topics you would be interested in attending
- Additional names or comments

THANK YOU!

