



impact genetics^{inc.}

advancing genetic diagnostics

Customer Feedback

Please send all feedback to info@impactgenetics.com or fax to 905-697-9786

Question 1	How satisfied are you with the clarity of clinical reports issued by Impact Genetics?
	<input type="checkbox"/> Very Satisfied
	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Neutral
	<input type="checkbox"/> Unsatisfied
Question 2	How satisfied are you with the mutation identification and scientific descriptions in our clinical reports?
	<input type="checkbox"/> Very Satisfied
	<input type="checkbox"/> Satisfied
	<input type="checkbox"/> Neutral
	<input type="checkbox"/> Unsatisfied
Question 3	How well do the representatives of Impact Genetics answer your questions regarding the science of <i>RB1</i> mutations?
	<input type="checkbox"/> Extremely well
	<input type="checkbox"/> Very well
	<input type="checkbox"/> Moderately well
	<input type="checkbox"/> Slightly well
Question 4	How responsive is Impact Genetics to your administrative questions such as sample submission or payment inquiries?
	<input type="checkbox"/> Extremely responsive
	<input type="checkbox"/> Very responsive
	<input type="checkbox"/> Moderately responsive
	<input type="checkbox"/> Slightly responsive

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Impact Genetics Inc. combines the expertise of these three former organizations:
Retinoblastoma Solutions, Solutions by Sequence and HHT Solutions



Question 5	Overall, are you satisfied with the timeliness of response and corrective action to any problems you have encountered with Impact Genetics?
	<input type="checkbox"/> Satisfied <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Not Applicable
Question 6	If you have submitted a prenatal or neo-natal sample to Impact Genetics during the past two years, were you satisfied with the promptness of turnaround time for the results?
	<input type="checkbox"/> Satisfied <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Not Applicable
Question 7	How likely are you to recommend Impact Genetics because of its commitment to high sensitivity mutation detection?
	<input type="checkbox"/> Very likely <input type="checkbox"/> Moderately likely <input type="checkbox"/> Slightly likely <input type="checkbox"/> Not at all likely
Question 8	How important is reduced turn-around-time to clinical treatment of your retinoblastoma patients?
	<input type="checkbox"/> Very important <input type="checkbox"/> Important <input type="checkbox"/> Somewhat important <input type="checkbox"/> Not at all important
Question 9	How clear are our sample preparation and submission instructions?
	<input type="checkbox"/> Very clear <input type="checkbox"/> Moderately clear <input type="checkbox"/> Slightly clear <input type="checkbox"/> Not at all clear

Comments:

Thank you for your feedback!