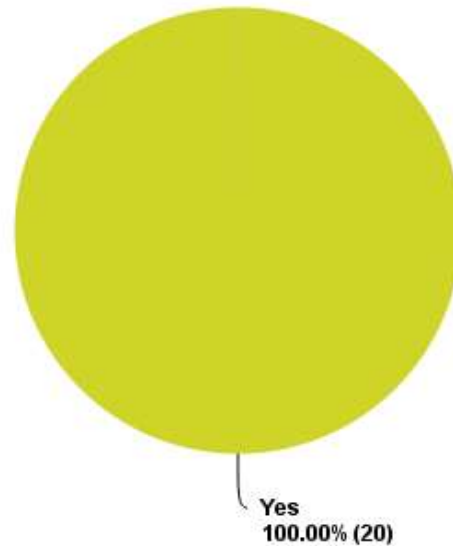




Benefit National
PROPERTY MANAGEMENT

2015 Yearly Owner Survey

Q1: Based on our performance in 2015, are you comfortable referring friends and family to BNPM?

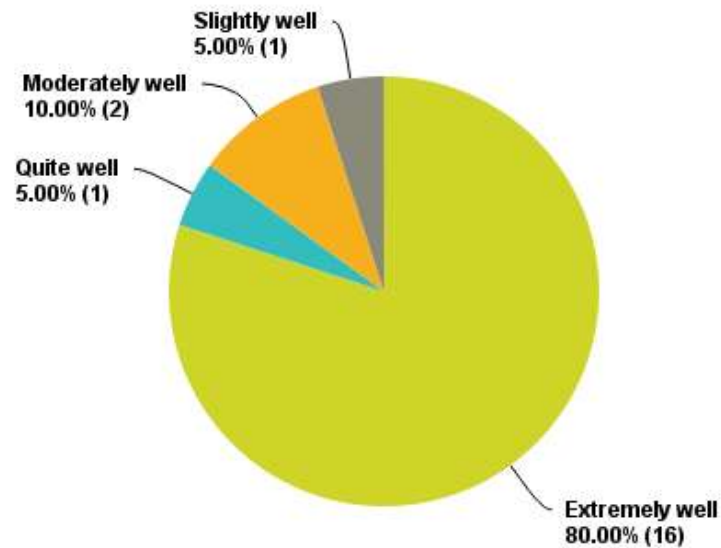




Benefit National
PROPERTY MANAGEMENT

2015 Yearly Owner Survey

Q2: How well do you feel that our company understands your needs as a property owner?

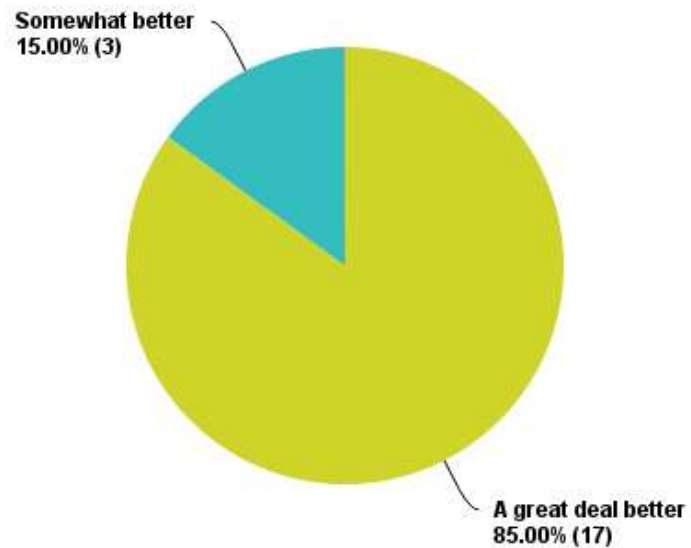




Benefit National
PROPERTY MANAGEMENT

2015 Yearly Owner Survey

Q3: Compared to our competitors, are the quality of our services better, worse, or about the same?

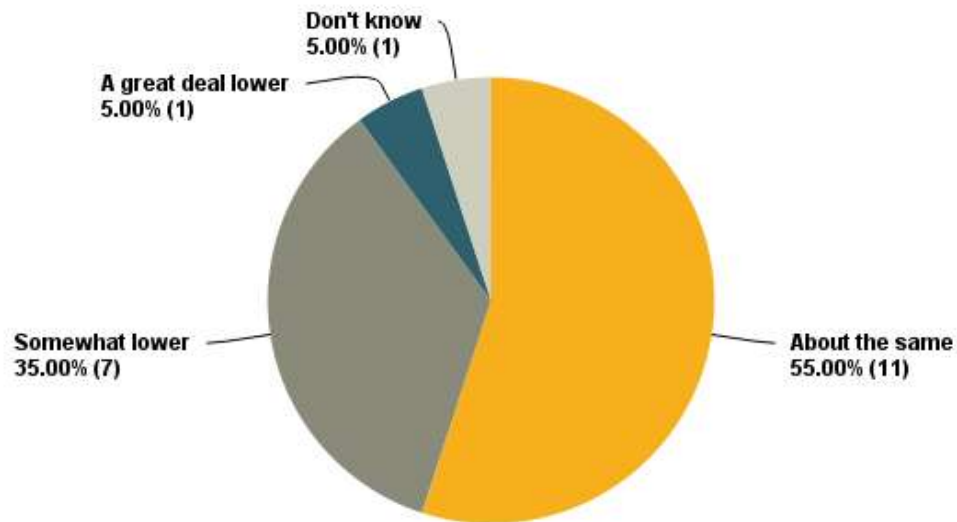




Benefit National
PROPERTY MANAGEMENT

2015 Yearly Owner Survey

Q4: Compared to our competitors, are our prices higher, lower, or about the same?

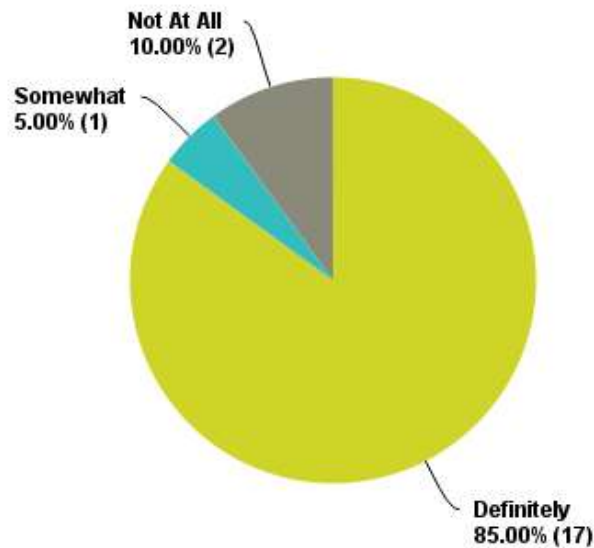




Benefit National
PROPERTY MANAGEMENT

2015 Yearly Owner Survey

Q5: In 2015 we made design changes to our site and payment portal. Did this impact your decision to continue service with BNPM in 2015?

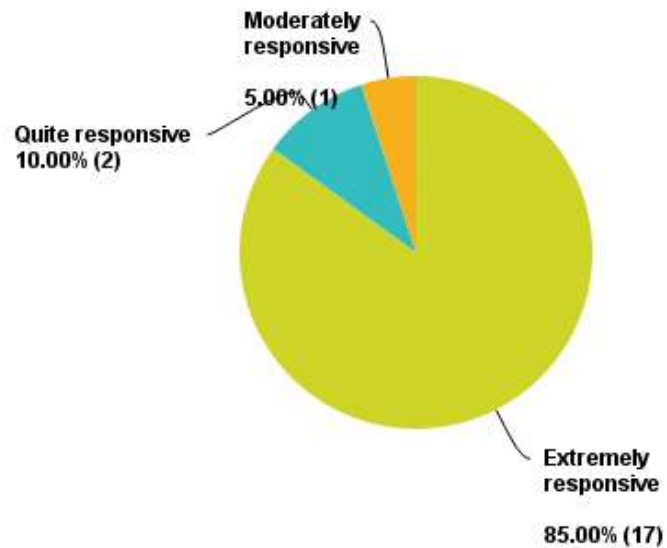




Benefit National
PROPERTY MANAGEMENT

2015 Yearly Owner Survey

Q6: Overall, how responsive have we been to your questions or concerns about your property(s)?

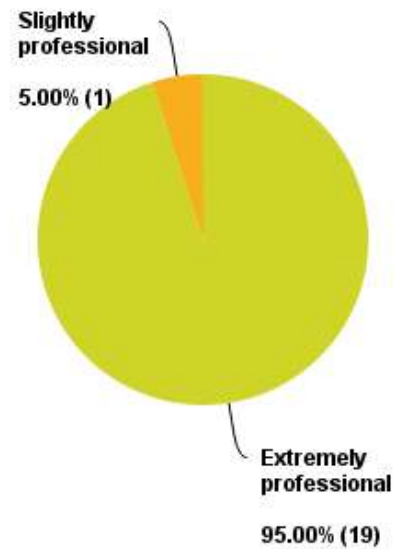




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2015 Yearly Owner Survey

Q7: How professional is our company?

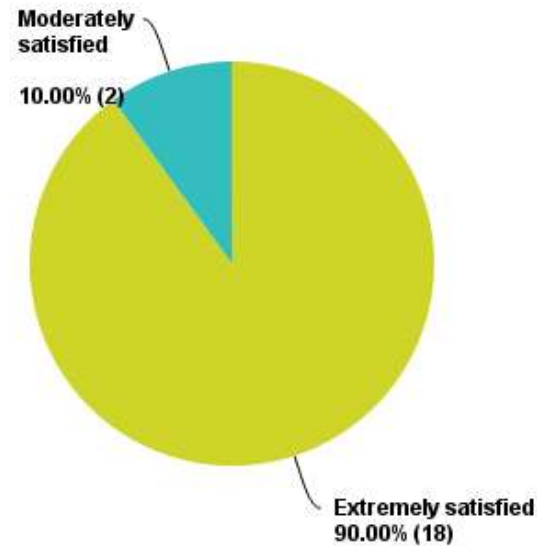




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2015 Yearly Owner Survey

Q8: Overall, are you satisfied with the employees at our company, neither satisfied nor dissatisfied with them, or dissatisfied with them?





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2015 Yearly Owner Survey

Q9: In the event of an error/mistake on our part, how well would you say we do in terms of speed and result in correcting the issue?

