CARPENTER FUNDS ADMINISTRATIVE OFFICE
OF NORTHERN CALIFORNIA, INC.
265 Hegenberger Road, Suite 100 ▪ P.O. Box 2280
Oakland, California 94621
(510) 633-0333 ▪ (888) 547-2054
www.carpenterfunds.com

Dear On-Line Reporting User:

We are looking for ways to improve the current Employer Self Service experience. We appreciate the time you take to answer this short questionnaire. Please print this form and complete the questions. You may fax the completed form to 510-568-2089, scan and email it to OnlineERreporting@carpenterfunds.com, or mail it to the below address.

CFAO Online Reporting Team
265 Hegenberger Road, Suite 100
Oakland, CA 94621

This online reporting process is intended to:

- Reduce the time it takes to process your monthly report of contributions
- Identify the applicable fringe benefits due for the occupation skill level reported
- Provide automatically calculated amounts due
- Allow you to view your account activity and update contact information online

What is your overall level of satisfaction with the Employer Self Service product?

Lowest									Highest
1	2	3	4	5	6	7	8	9	10

Please explain why you selected the rating above.

_____

_____

_____

_____

_____

_____

_____

What features do you dislike?

_____

_____

_____

_____

What features do you like?

_____

_____

_____

_____

If you have previously reported any issues to the Online Reporting Team, what is your overall level of satisfaction of customer service?

Lowest									Highest
1	2	3	4	5	6	7	8	9	10

Please explain why you selected the rating above.

_____

_____

_____

_____

_____

_____

Please also provide the following information.

Account Number: _____

Company Name: _____

Name: _____

Job Title: _____

Phone Number: _____

We look forward to hearing from you.

Sincerely,

Your CFAO Online Reporting Team