

R-MeX survey questions

Please note that this document is for reference only – answers must be submitted via the Excel spreadsheet sent to Contract Managers.

Questions

1. Overall, how satisfied or dissatisfied are you with the service your organisation has received from this wholesaler?
2. How satisfied or dissatisfied are you with the quality of this wholesaler's responses to your service requests?
3. How satisfied or dissatisfied are you with how this wholesaler responded and communicated with you and your customers during incidents and unplanned events?
4. How satisfied or dissatisfied are you with the quality of this wholesaler's data maintenance and improvement?
5. How satisfied or dissatisfied are you with the level of engagement and support you have received from this wholesaler?
6. How satisfied or dissatisfied are you with the clarity and effectiveness of this wholesaler's financial policies and processes, including provisions for billing, settlement and credit?
7. What are the top three things this wholesaler could do to improve their score?

Change log

Version	Date	Change
3	23 January 2025	<ul style="list-style-type: none">• Removal of reference to 'speed' in question one• Removal of question on wholesaler's systems and notifications• Moving 'overall service' question to mirror R-MeX spreadsheet
2	11 September 2024	Branding update
1	9 July 2021	Original publication