


CHOICE PLUS LLC CUSTOMER SURVEY

Customer Service: Outstanding  Average  Needs Improvement   
Communication: Outstanding  Average  Needs Improvement

Comments: I had a two page letter explaining ALL the grief and disappointments and out-right lies that I spent 6 years dealing with. A total of 9 "locator agencies" contacted me. 8 to 12 months of papers filled out, back and forth with EACH of them, through 6 years. Each and every one at some point said it was impossible to retrieve the funds. Through it all, Jess Ramos hung in through my "NO MORE, LEAVE ME ALONE." He didn't. At that point I was un-cooperative and up to 'here' with more papers to fill, listening to some old stuff. He contacted my daughter off and on for months. Finally she said "he sounds sincere and maybe you should at least talk to him". Fast forward - Jess got the job done. He notified me constantly on the progress, did a professional job and most importantly to me never lied about any part of this procedure. He did what 8 agencies could not do.

Amount Received: \$11,935.67

Date: 10-04-2017

Signature:   
Jean W.  
Safety Harbor, FL

Case Number: 12780-JR