

Membership and Subscription Satisfaction Questionnaire

Please print and complete this questionnaire to help us improve our services and your overall experience. Your feedback is highly valued.

Section 1: Member Profile

Full Name:

Member ID (if known):

Subscription Tier / Plan (e.g., Basic, Premium, Annual):

How long have you been a member? (e.g., 6 months, 2 years):

Section 2: Overall Satisfaction

Please answer the following questions by writing your response in the space provided.

On a scale of 1 to 5, how satisfied are you with your membership? (1 = Low, 5 = High):

How would you rate the value for money of your subscription? (Poor, Fair, Good, Excellent):

How often do you access or use your subscription benefits? (Daily, Weekly, Monthly, Rarely):

Section 3: Feature and Service Feedback

What is the most valuable benefit or feature of your membership?

What benefit or feature do you use the least?

How would you rate our customer support responsiveness? (Write: Satisfactory, Unsatisfactory, or N/A):

Section 4: Future Intentions and Improvements

Do you plan to renew your subscription? (Yes, No, Undecided):

How likely are you to recommend our membership to others? (Scale of 1 to 10):

What is the one improvement we could make to increase your satisfaction?

Any other comments or suggestions?

Thank you for taking the time to complete this questionnaire!