PHILIPPINE RETIREMENT AUTHORITY

EXIT INTERVIEW

(FOR PRA MEMBERS/RETIREE PARTICIPANTS WITHDRAWNING FROM THE PROGRAM)

NAME _____ SRRV NO.: _____
NATIONALITY _____AGE: _____ SEX: _____
ADDRESS
(FOREIGN) _____
(LOCAL) _____

DATE OF TERMINATION OF MEMBERSHIP FROM THE PROGRAM: _____
REASON/S FOR TERMINATION OF MEMBERSHIP/LEAVING: _____
_____
_____

We would appreciate if you could take a few minutes to complete/answer this questionnaire to tell us how you feel about our services and how we can be of better service.

	YES	**NO**
A PROGRAM		
1. Program mechanics/ procedures/ requirements are very well explained to me prior to enlistment.	[ ]	[ ]
2. Amendments on policies/ rules/ regulations during enlistment are well explained to me and well disseminated.	[ ]	[ ]
B BENEFITS		
1. Benefits under the program are competitive/ advantageous/ beneficial.	[ ]	[ ]
2. Benefits are sufficient.	[ ]	[ ]
C SERVICES		
1. Officers/staff are accommodating.		
2. Officers/staff are efficient and prompt in rendering service.	[ ]	[ ]
3. Officers/staff are helpful and have patience.	[ ]	[ ]
4. Officers/staff are friendly and cheerful.	[ ]	[ ]
5. Officers/staff are knowledgeable and resourceful.	[ ]	[ ]

D ANY OTHER COMMENTS/SUGGESTIONS:

1. _____
2. _____
3. _____
4. _____
5. _____

_____
Date

INTERVIEWED BY:

_____
CEO & General Manager
or Authorized Representative

_____
Name/Signature of Retiree/
Member

[ ] Interviewed in person
[ ] Exit form sent abroad

{mail this back to PRA/please fold, paste edge (do not staple) and affix stamp}