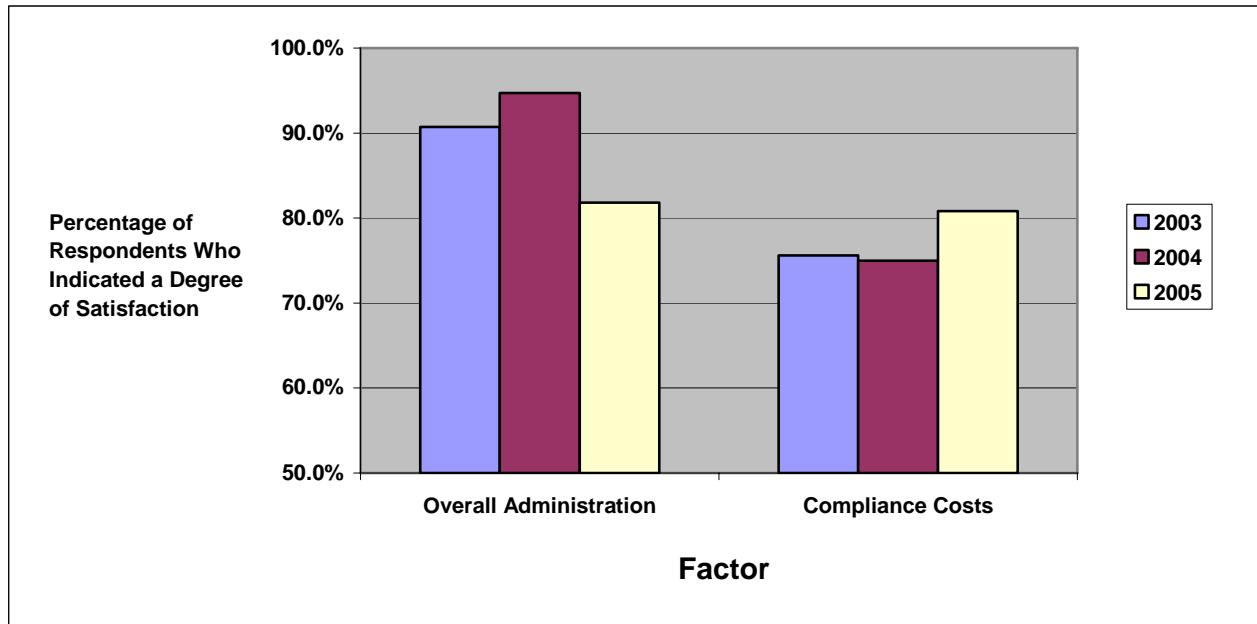


Results Comparison for the Years 2003 to 2005



Summary of Client Comments and Suggestions Provided on the 2005 Survey

Similar comments were combined and the number of times the comment was received is noted in parenthesis.

- The rebate process is too slow. (3)
- The waiting time to speak to an enquiries officer is too long. (2)
- Dealers should not be accountable for tax-exempt sales made to farm or off-road customers whose tax exempt numbers are cancelled prior to the dealer receiving the new list of valid numbers. (1)
- Where a customer makes purchases using an expired tax exempt number, they should be allowed to submit claims for purchases that were made during this time, once they are approved for a new number. (1)
- Password changes too often. (1)
- Fuel dealers should be paid a commission for the time they spend in the administration of the program and for financing the rebates until they are reimbursed. (1)

- The application and renewal process for tax-exempt numbers should include verification that the person is actively farming or using the fuel for an approved purpose. (1)
- We are new to the FTP system and the advice from the help desk was very useful. We still use it often to answer questions. (1)
- We are not in an area that has high speed Internet, so we must use the manual process to enter data, which is very time consuming. (1)
- Overall administration of the program is good. (1)
- There should be a daily update of valid tax exemption numbers. (1)
- There should be a list of expired numbers, instead of valid ones. (1)
- Need a better search engine. Should be able to search cardholder by name only, without the postal code. (1)
- There should be an electronic filing system. (1)
- The help desk service has been great. (1)