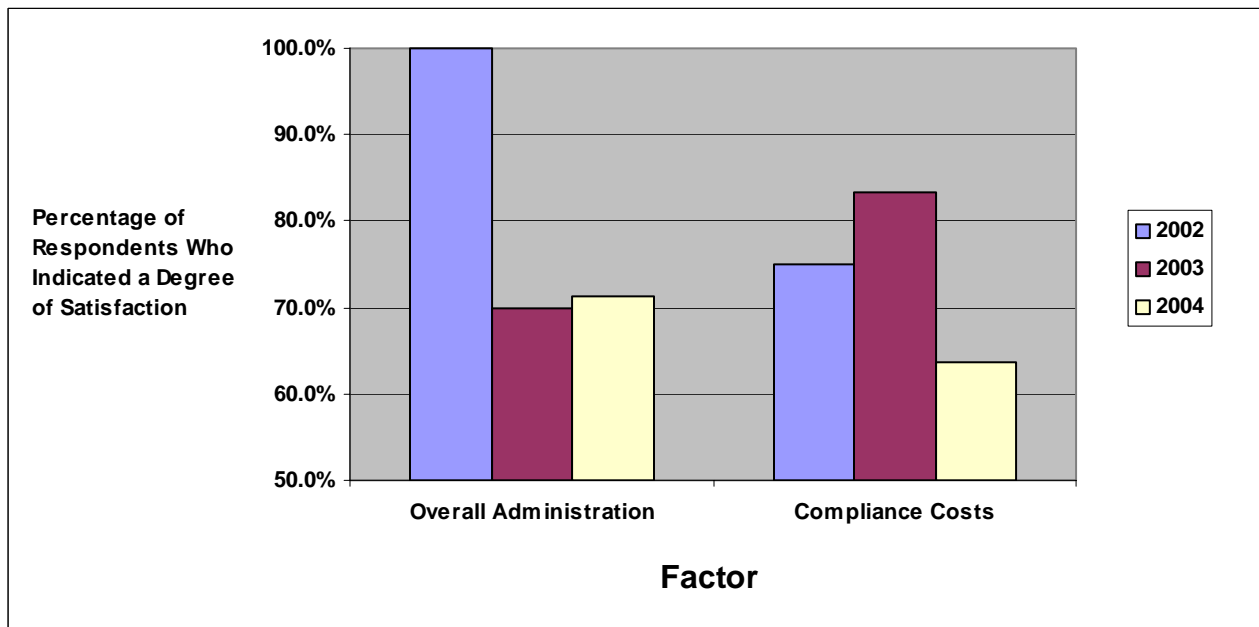


Results Comparison for the Years 2002 to 2004



Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- TEFS system is quite user unfriendly- cannot “delete” incorrect information, can only modify. (1)
- On permit # cards- please have name & permit # on the “wallet” tear off. The customers don’t carry the entire letter! (1)
- TEFS: need better information on AFFB refunds payments – need \$ by date of invoices. (1)
- TEFS: would be nice to have option to submit individual sales – like Saskatchewan. (1)
- Better documentation on how to handle rebrands, etc. (1)
- Our office has received monthly statements with no resolution documented. Telephone calls have assured us that all is okay, yet the statements do not reflect any changes. (1)
- TEFS: details of refunds need to be shown in a better manner. It is very cumbersome to retrieve the details (need to go into each BFLO site manually to receive the sales details). (1)