

PANAMA MARITIME AUTHORITY
GENERAL DIRECTORATE OF MERCHANT MARINE

F-12
(DIN)
V-02



The General Directorate of Merchant Marine aims to provide a service of excellence. We want to know your impressions regarding the services we provide. Your opinion is important!

CUSTOMER SATISFACTION SURVEY

1. Based on the service received, rate your level of satisfaction:

a.	SATISFIED	b.	REGULAR	c.	UNSATISFIED
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2. Mention the office location in which you received the service/attention:

3. How did you learn about the existence of the Panama Ship Registry? (Choose 1 or more)

AMP Website	Segumar Office	Shipyards	Resident Agent
Recognized Organization	Consulate	Shipping Agency	Other (pls explain below)

4. What motivated you to choose the Panama Ship Registry? (Choose 1 or more)

Service Quality	Fees	Benefits/Incentives
Speed in Procedures	Reliability	Technology
Tradition	Experience	Other (pls explain below)

5. What payment method would you prefer?

Credit Card	Bank Transfer	Paypal	Other (pls explain below)
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6. What services do you consider should be improved by the Panama Ship Registry in order to be more efficient?

7. Other comments:

Company or Legal Person:			
E-mail:		Tel.	Date