

Dear Valued Customer,

February, 2014

The Hayward Genetics Center sincerely wishes to provide you with excellent service in your genetics lab needs. Your institution has sent us at least 10 samples over the past 12 months. In an effort offer you the best service possible, we would greatly appreciate your responses to the following few questions. Please print and FAX back to 504-988-1763, email to Frances Martin (guessfra@tulane.edu) or mail to address below. I would be pleased to personally address any concerns or you may simply fill out anonymously and return.

Sincerely,

Hans C. Andersson, MD, FACMG
Director, Hayward Genetics Center
Hayward Genetics Center SL-31
Tulane University Medical School
1430 Tulane Avenue
New Orleans, LA 70112
<http://www.haywardgenetics.tulane.edu/>

Please reply with a number in the space allotted:

very dissatisfied *average* *very pleased*
1 2 3 4 5

1. Have you been satisfied with the results provided by the Hayward Genetics Center in labs for :

cytogenetic tests (e.g., chromosome analysis) _____
FISH tests _____
molecular genetics (e.g., microarray analysis) _____
biochemical genetics (e.g., amino acids) _____

2. Have you been satisfied with the turnaround time by the Hayward Genetics Center in labs for :

cytogenetic tests (e.g., chromosome analysis) _____
FISH tests _____
molecular genetics (e.g., microarray analysis) _____
biochemical genetics (e.g., amino acids) _____

3. Have you been satisfied with responses to your questions or ability to reach someone by telephone by the Hayward Genetics Center in labs for :

cytogenetic tests (e.g., chromosome analysis) _____
FISH tests _____
molecular genetics (e.g., microarray analysis) _____
biochemical genetics (e.g., amino acids) _____

4. Please offer any comments which reflect your experience in dealing with the Hayward Genetics Center by email (guessfra@tulane.edu) or by FAXing back written comments to 504-988-1763