# Customer Exit Survey

**Purpose:** This survey is designed to gather insights from customers who have decided to cancel or stop using our service. Your feedback helps us understand your experience and make improvements.

## Customer Information

**Name:** {name}

**Email:** {email}

**Account ID:** {accountId}

**Service Used:** {serviceName}

**Date of Cancellation:** {cancellationDate}

## Reason for Leaving

**Main Reason:** {mainReason}

**Other Contributing Factors:**

{#otherReasons}

* {reason}

{/otherReasons}

## User Experience

**Rate your overall satisfaction (1-5):** {satisfactionRating}

**What did you like most about the service?**

*{positiveFeedback}*

**What could we have done better?**

*{improvementSuggestions}*

## Customer Loyalty and Retention

**Would you consider returning in the future?** {returnLikelihood}

**If yes, under what conditions?**

{#returnConditions}

* {condition}

{/returnConditions}

**Would you recommend our service to others?** {wouldRecommend}

{#recommendationReason}

**Why or why not?**

*{recommendReason}*

{/recommendationReason}

## Final Thoughts

**Any additional comments or suggestions?**

*{finalComments}*

## Survey Completed By

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Date** |
| {#submittedBy}{name} | {position} | {date}{/submittedBy} |