

# Please help Albany County improve services to businesses like yours.

## A request from County Clerk Tom Clingan

Thank you for filing your Assumed Business Name (or “DBA”) in the Albany County Clerk’s Office. We have entered this document in our records and our computerized indexing system. We are always ready to provide you with additional copies whenever you need them.

*You can help us to serve your future needs and the needs of other small business owners by telling us how we can improve our services. Please take a moment to answer the following questions and return this form to me at the address below. Check “N/A” (not applicable) if the question doesn’t apply to you.*

- |  | Yes                      | No                       | N/A                      |
|--|--------------------------|--------------------------|--------------------------|
| 1. Did you contact our office for information before you filed the DBA?          | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| 2. If you called us by phone, did we answer your questions correctly?            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. If you received information from our website, did you find it useful?         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <i>When you filed your DBA at the Albany County Clerk’s Office:</i>              |                          |                          |                          |
| 4. Were you served promptly?   | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| 5. Did you receive accurate answers to any questions you had?                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Were you asked if you wanted certified copies of the filed DBA?               | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| <i>Looking back on when you filed your DBA here:</i>                             |                          |                          |                          |
| 7. Did you experience any difficulty in finding our office?                      | <input type="checkbox"/> | <input type="checkbox"/> |                          |
| 8. Would it have been more convenient for you to visit our office after 5:00 pm? | <input type="checkbox"/> | <input type="checkbox"/> |                          |

Please add any other comments concerning your experience at the Albany County Clerk’s Office:

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You may provide your name and address below or you can keep your response anonymous. In either case, I welcome your comments and opinions.

Name

Phone Number

Address

### **Thank you for using the Albany County Clerk’s Office and for taking the time to complete this survey.**

I’d also like the opportunity to serve you again. The Albany County Clerk’s Office provides a variety of services, from mortgage and deed recording to passport applications. Complete information about all of our services and available records can be found on our website at [www.albanycounty.com/clerk](http://www.albanycounty.com/clerk) or by writing to me at the address below.

Please return this survey to Tom Clingan, Albany County Clerk, 32 North Russell Road, Albany, NY 12206-1324. For a PDF version that you can download or a form that you can submit online, please go to our website at [www.albanycounty.com/clerk](http://www.albanycounty.com/clerk). If you prefer to call, my phone number is (518) 487-5110; our fax number is (518) 487-5099.