Before you go

Questions marked * are required.

Completed by _____ Date _____

1 Your experience

> **A few honest answers help us fix the right things. Nothing here affects your cancellation.**

1. How long were you with us?

Tick one.

- ◯ Less than a month
- ◯ 1-3 months
- ◯ 3-12 months
- ◯ 1-2 years
- ◯ More than 2 years

2. Which plan were you on?

Tick one.

- ◯ Free
- ◯ Starter
- ◯ Pro
- ◯ Business
- ◯ I'm not sure

3. What's the main reason you're cancelling? *

Tick one.

- ◯ Too expensive
- ◯ Missing a feature I need
- ◯ Too hard to use
- ◯ Found a better alternative
- ◯ My project or business ended
- ◯ Only needed it temporarily
- ◯ Something else

If you chose "Too expensive" in question 3.

4. What price would have worked for you?

_____

If you chose "Missing a feature I need" in question 3.

5. Which feature were you missing?

_____

If you chose "Found a better alternative" in question 3.

6. Which tool are you moving to?

It helps us understand where we fall short.

_____

If you chose “Something else” in question 3.

7. **Tell us a bit more**

Whatever's on your mind...

8. **How did we compare on value for money?**

Circle one.

Poor value (1) (2) (3) (4) (5) Great value

9. **What could we have done differently?**

The one change that would have kept you...

10. **Would you consider coming back?**

Tick one.

- ◯ Yes, if things changed
- ◯ Maybe one day
- ◯ Probably not

11. **Happy for someone to contact you about this?**

Only to understand your feedback.

Tick one.

◯ Yes ◯ No thanks

Thank you for the feedback

We've passed your answers to the team. You're welcome back any time.