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.