



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

20 January 2022

Dear Sir / Madam:

Please accept warm greetings from TIEZA!

We believe in the continual improvement of our services to serve you better. Hence, each year, we conduct a Customer Satisfaction Survey (CSS) to assess your overall satisfaction and perception, including suggestions or recommendations, concerning the services rendered to you by TIEZA.

The CSS shall strictly abide by all applicable rules and regulations issued by the Governance Commission for Government-Owned and Controlled Corporations (**GCG**) including the National Privacy Commission (**NPC**) concerning data privacy and protection.

We have engaged the services of a research company, the **All-Asian Centre for Enterprise Development (ASCEND), Inc.** to conduct the 2021 TIEZA Customer Satisfaction Survey (CSS) of our customers/clients in the Operating Entities, Tourism Enterprise Zone, Travel Tax, and the Infrastructure Sector.

Rest assured that all your responses shall be kept confidential. Your identity will not be included in the data analysis (only aggregate data will be submitted for analysis and interpretation).

Should you have any questions, please feel free to contact our Corporate Planning Department at corplan@tieza.gov.ph or 8249-5900 local 708 & 751.

Thank you for your active engagement in this satisfaction survey.

Sincerely,


MARK T. LAPID
Chief Operating Officer