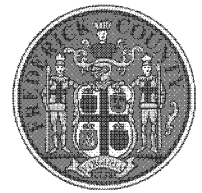




**Frederick County, Virginia**  
**OFFICE OF THE COMMISSIONER OF THE REVENUE**



107 North Kent Street  
 Winchester VA 22601

[www.frederickcountyva.gov/cor](http://www.frederickcountyva.gov/cor)

P.O. Box 552  
 Winchester VA 22604-0552

Phone: 540-665-5681  
 Fax: 540-667-6487

**FEEDBACK**  
*(as of 2/25/13)*

<b>CUSTOMER SATISFACTION SURVEY</b> <b>(Above Satisfactory / Satisfactory / Unsatisfactory)</b>	
<b>Rating</b>	<b>Additional Comments</b>
Above Satisfactory	"Great employees, very helpful"
Above Satisfactory	"Great assistance. Leighann needs a raise."
Above Satisfactory	"Very pleased with service received. Ladies were exceptionally nice and helpful."
Above Satisfactory	"Leighann Miller was very pleasant and most accommodating, a lovely person."
Above Satisfactory	"Very Good"
Above Satisfactory	"Heidi Largent was excellent – very helpful"
Above Satisfactory	"Keep doing what they do. Very satisfied."
Above Satisfactory	"The 2 young ladies that helped me were Excellent!"
Above Satisfactory	"Excellent service!"
Above Satisfactory	"Great work with"
Above Satisfactory	"Keep it up!"
Above Satisfactory	"Appreciated her smiling face and pleasant, helpful manner!"
Above Satisfactory	"Sandy Sticklely was very helpful and professional."
Above Satisfactory	"Great help with all -- Ms. Felicia Andre, officer at desk"
Above Satisfactory	"Very courteous!"
Above Satisfactory	"Very satisfied ☺ "
Above Satisfactory	"Excellent"
Above Satisfactory	[8 customers rated the office "above satisfactory" in all categories with no further comment]

<b>WEBSITE</b>	
<b>Website Page</b>	<b>"Was this page helpful?"</b>
Online BL Filing	"Your online system is top notch and the support staff that I worked with during our licensing process was very knowledgeable and personable."
Online BL Filing	"This website is GREAT! Makes all this so much less painful!"
Online BL Renewal	"If an old man about to turn 70 can do it, probably anyone can follow the instructions. Although the print is getting a little small."
Real Estate	"Looking for information and form for those that are disabled and qualify for real estate tax relief. This site very useful and I got the form in time to apply for my brother who lives in Frederick County."
PP / High Mileage	"Your website is always useful and helpful. I never have a problem with the Treasurer's side or the Commissioner of the Revenue side. Very easy to find the documents and information that I need. Have even used the site for Clerk of the Circuit Court documents and info as well. Way to go Frederick County!"
Biz Div / Business Info	"Looking to find if a business had a business license. If you don't know how they filed for one you can't search business name to find it. Would be helpful especially if corporate name different from business name or owner's name."
BL / Workers Comp	Helpful
BL / Workers Comp	Helpful
BL / Payment Info	Helpful
RE / Assessment Appeal	Helpful
PP / High Mileage	"Very thorough, very clear, and all on a single page. Well done!"
Biz Div / Renewal	"Said Frederick County, VA \n Page Not Found \n"
Obtain New BL	Helpful
RE / Assessment Appeal	"No subject property info"
BL / Workers Comp	Helpful
RE / Tax Rates	Helpful
RE / Reassessment Info	"Put in street name and the screen never populated with the properties there."
Biz Div / Main	"Pay meals tax is the hardest page I have ever had to use to pay taxes."