

ORCA TALES

"We can tell you more about them than their mother"



*Merry Christmas
& Happy New Year!*

Dear Clients and Friends,

We are now celebrating our 11th Christmas at Orca. The years have flown and I am here at the computer "counting my blessings" once again, struggling to put my feelings into words and onto paper. Counting your blessings? That reminds me of a song Bing Crosby made popular. But it is true! Here is just a short list of the many special blessings that joyously come to my mind: Clients—CB Koetje, Acorn Property Management, Whidbey Residential Rentals, Ad-West, Coldwell Bankers everywhere, The John L. Scotts and Windermers, the gang at Quantum, and all of the other wonderful property management companies we serve; Individuals such as Christine Perry, Joe Diehl, Warren Westad, Cheri Rock, Doug Repman, Theresa Reed, Dave Poletti and so many, many other souls—too many to name; All of those hardworking landlords. Then there are the organizations I get to participate in—NARPM, NWROA, CARH, AHMA, AHRM, WMPHA, Crime Free Program and TREND. Get the picture? To this list of blessings I must add John Near who is my best friend and to my two beautiful daughters, Evangeline and Danielle. Lots and lots of blessings pour down on this little head of mine. I am a lucky ducky.

I pray that my good fortune continues in the many years ahead. All of you and your loyalty to Orca make my life a most wonderful one.

My family and the dedicated staff here at ORCA INFORMATION WISHES YOU, YOUR OFFICE STAFF, AND YOUR FAMILY A VERY MERRY CHRISTMAS AND A HAPPY PROSPEROUS NEW YEAR!

**Rebekah Near
President & Head Whale**

**20th Annual
TRENDS
Rental Housing
Management Conference
and Trade Show**

Over 1800 Attendees!

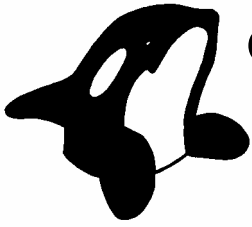
December 7th, 2004

**Washington State
Convention Center Seattle**

**800 Convention Place
Seattle, WA 98101**

**TRENDS is produced by
A Diamond Production, Inc.**

**For more information, please
call Rebekah @ ext. #103**



ORCA Information, Inc.

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Fax: 1-800-522-6722 / (360) 588-1189

Customer Satisfaction Survey:

Thank you for choosing ORCA Information, Inc.! We want to make sure that we are giving you the best that you deserve and would love if you would please take a brief moment to tell us about your experience with our company. *Mark with an "X" with one response per line.*

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
How satisfied are you with ORCA Information, Inc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you refer a colleague with similar needs to ORCA Information, Inc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please specify your satisfaction with the quality of service and reports we have provided to you:					
Response time on the initial request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response time on follow-ups to initial request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy account set-up and changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to get to the right person quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of the person who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Handling of special requests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report Format, i.e. Ease of Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-Employment screening services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on legal issues in the industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applications and forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web Site (www.orcainfo-com.com)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Please specify your satisfaction with the quality of Bookkeeping:					
Receiving accurate information on Invoices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conveys information clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of the person who assisted you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What specific things can we do to increase your satisfaction?

We appreciate your taking time to complete this survey. Your comments and feedback are important. If you wish to provide additional insight or elaborate on an experience with our company, please send a response via e-mail to Rebekah Near (Head Whale) at orca@orcainfo-com.com