



PANAMA MARITIME AUTHORITY
MERCHANT MARINE CIRCULAR MMC-244

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To: Ship-owners/Operators, Company Security Officers, Private Security Companies,
Legal Representatives of Panamanian Flagged Vessels, Panamanian Merchant
Marine Consulates and Recognized Organizations (ROs).

Subject: Customer Satisfaction Survey in the SEGUMAR Webpage

1. The purpose of this circular is to inform users about the publication of our Customer Satisfaction Survey in the SEGUMAR webpage. Such instrument will enable clients to evaluate not only SEGUMAR services but also those of any of the Departments of the Directorate General of Merchant Marine.
2. As Panamanian Maritime Administration, we are continuously aiming towards offering a service of quality to our clients. In this sense, we have implemented the Customer Satisfaction Survey in the SEGUMAR through which you can provide us with your valuable feedback and comments for the improvement of the processes that will benefit the quality of the services we provide.
3. Kindly click on the following link to access the survey: [Customer Satisfaction Survey](#)
4. We appreciate and thank you in advance for all your comments and feedback.

May, 2012

Inquiries concerning the subject of this Circular or any other request should be directed to:
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