

10 Exit Interview Questions

This is an extra resource to go along with the original article:

[Take These Easy Steps to Reduce Involuntary Churn](#)

1. Why did you sign up for our service?
2. What did you like about our service?
3. What did you not like about our service?
4. Why did you decide to cancel service with us?
5. What's one thing we could do to improve our service?
6. Is there anything that would stop you from leaving?
7. Would you use our service in the future?
8. What service are you using now instead? How does it compare to our service?
9. Would you recommend our service to a friend/ colleague?
10. Are you willing to talk to us about your time with our service?