professional™
BUSINESS HOME LOANS INSURANCES FINANCIAL GROUP

Client Satisfaction Questionnaire

1. How do you rate our overall service? (Scale 1-10; 1 being poor, 5 average and 10 outstanding) *Please circle.*

1 2 3 4 5 6 7 8 9 10

2. What aspect of our service did you find most valuable?
Quick and helpful responses via phone or email. Knew exactly what was required and when.

3. Was our presentation at your personal appointment/s clear, concise, personal yet informative?
Contact via phone & email only.

4. Is there anything we could have done better at any appointment? *Please explain.*

N/A

5. The length of our appointment (in person or ph conference) was: *(please tick)*

Far too short ☐ *A bit too short* ☐ *About right* ☐ *A bit too long* ☐ *Far too long* ☐

6. What was your main reason for choosing to use our service?
used before and happy with service

7. If you are a new client to PF Group, how did you hear about us? *(friend, family, accountant, solicitor, www, advertising)*

8. Would you recommend us to any of your friends, colleagues and family? *(If you have a name & contact details now, please let us know in the space below): -*

No ☐ *Yes* ☑ *Name:* .... *Ph* ....

9. How do we compare with dealing direct with a bank or other broker/advisor you may have dealt with?

Not as good ☐ *Same* ☐ *Better* ☑

9a. Why? more personal

10. Would you use us again ahead of a bank? Yes ☑ No ☐
10a. Why?
once again more personal and informative of the whole process required.

Any general comments you may want to add: -

Date: 8 May ~~April~~ 2008

Client Name: Carlene & Jason Sayer
I consent to Professional Finance Group using the above material for marketing purposes, i.e. website content

Sayer .... (sign)

Thank you for your business and for completing and returning this questionnaire. This feedback is extremely valuable to us as we aim to monitor and continually improve our service standards. We strive to be the best!

A special thank you to Jan who made a quite stressful time bearable.

personal and business finance made easy