

## 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?

Follow up, Friendly, accuracy & customisation.

3. Was our presentation at your personal appointment/s clear, concise, personal yet informative?

Yes. It was excellent.

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

NO.

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?

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

Family -

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/financiers you may have dealt with?

Not as good     Same     Better

9a. Why? Trust worthy, honest, considered our living circumstances were not pushy to get the sale.

10. Would you use us again ahead of a bank? Yes     No

10a. Why? because of your excellent one on one service.

Any general comments you may want to add: -

Date:                  June 2007

Client Name:        Saleh Ghiyath & Leila El-Yassir

I consent to Professional Finance Group using the above material for marketing purposes, i.e. website content

 (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!