

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?

The personal touch,

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

Very !! informative - - -

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

----- maybe scones with my coffee?

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?

you said you had alot to offer, great deals etc - -

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: *...* (Mum) *my* 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?

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

10a. Why? *quick great service, personal*

Any general comments you may want to add: -

----- Have a great day! ☺

Date: June 2007

Client Name: Jeff & Heidi Ottaway

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

Sure, *H. Ottaway (Heidi)* (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!