

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?

Structure of mortgage, understanding how it works in NZ from an objective perspective

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

Yes

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?

Mortgage advice

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

Thomas webber - Barfoot & Thompson

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? *Banks dont tend to give advice!*

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

10a. Why? *Cares all our financial needs i.e. finance, insurance*

Any general comments you may want to add: -

*Great service, very happy
Thanks!*

Date: August 2007

Client Name: Keith & Kerri Riley

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

[Signature] (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!