

**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?

*Your expertise - you promised & delivered -*

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.*

*Not that I can think of*

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?

*Because I knew I couldn't have achieved the result you did*

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

*EB&M Recommended by Tracey Munns*

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? *Because you know better what each bank requires*

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

10a. Why? *Your service was exceedingly good*

Any general comments you may want to add: -

Date: June 2008

Client Name: Steve Taylor / NBL Capstone Ltd

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

*Steve Taylor* (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!*

*life \* financial freedom*