

Client Feedback Survey

NB It is recommended that this survey is issued with a suitable covering letter. It should be issued direct to the client(s) on completion of contact with a new client (not necessarily just where advice is provided).

Client name Mrs/Mr/Miss/other

Your advisers name

1. Do you:

- | | |
|---|--------|
| 1.1 Understand that we are independent financial advisers? | Yes/No |
| 1.2 Understand our method of remuneration (fees and/or commission)? | Yes/No |
| 1.3 Feel that your adviser gathered sufficient facts about your circumstances and future objectives before providing you with advice? | Yes/No |
| 1.4 Feel your adviser fully discussed and agreed with you your attitude to risk? | Yes/No |
| 1.5 Feel technical and product information was communicated to you clearly? | Yes/No |
| 1.6 Have sufficient information about the products recommended and understand why they were recommended? | Yes/No |
| 1.7 Believe the advice you received satisfies your needs? | Yes/No |

2. How satisfied are you with the service you received from ABC?

- | | |
|--------------------|--------------------------|
| Very satisfied | <input type="checkbox"/> |
| Quite satisfied | <input type="checkbox"/> |
| Quite dissatisfied | <input type="checkbox"/> |
| Very dissatisfied | <input type="checkbox"/> |

3. Which of the following phrases best describes the advice you were looking for?

- | | |
|--------------------------------------|--------------------------|
| You knew pretty much what you wanted | <input type="checkbox"/> |
| You had some idea of what you wanted | <input type="checkbox"/> |
| You had no fixed ideas | <input type="checkbox"/> |
| Other:..... | |

4. How likely are you to recommend ABC?

Very likely
Possibly
Not likely

✓

5. As a business, many clients are introduced to us. If there is anyone you feel would benefit from speaking to us, please provide a name and contact details.

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6. In the future, what would you most like us to contact you about?

Regular review of current investments
New products that could be relevant to you
Changes to tax / legislation that could be relevant to you
Other:.....

7. We are passionate about improving our service to clients. Please feel free to add any specific comments:

.....
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Thank you very much for taking the time to complete this survey.

Please return in the pre-paid envelope.