

Clients(s) Sean Taylor & Zoe Taylor

Advisor Julian Finch

No	Question	Response
1: Questionnaire		
1.1	On a scale of 1 to 5 (1 being very poor, 5 being exceptional), how would you rank your overall experience with me?	5
1.2	What elements of the Service I provided did you like the most?	all very good and efficient
1.3	What did you most like about dealing with me?	honesty and efficiency
1.4	Please rate me on the understanding of your needs.	Very Good
1.5	Please rate me on my knowledge and explanation of the lenders products.	Excellent
1.6	Please rate me on my courtesy and friendliness.	Excellent
1.7	Please rate me on my communication throughout the process.	Excellent
1.8	Would you be interested in knowing more about the other services I provide?	Yes
1.9	How did you hear about me?	I have used your service before
1.10	Any other comments including areas I could improve my service?	no