

**Client(s)** Benjamin Properjohn

No	Question	Response
<b>1: Questionnaire</b>		
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?	Regular updates of how the loan was progressing.
1.3	What did you most like about dealing with me?	Your professionalism, follow up and attention to detail.
1.4	Please rate me on the understanding of your needs.	Excellent
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?	Not Sure
1.9	How did you hear about me?	Through a friend
1.10	Any other comments including areas I could improve my service?	Overall I could not fault your service. Your professionalism and follow up was second to none and I genuinely feel that you recommended products based on what I needed. I will be referring you to anyone I know that is looking for the financial services you provide. Thank you very much Julian.
1.11	<p>Thank you for completing the survey. Genuine testimonials are very important in my business so with that in mind may I ask your permission to show your completed survey to customers or for marketing on the internet?</p> <p>Only your name will be on it with all email, address and contact details removed.</p>	Yes - I happy for you to use my survey