

Clients(s) Marcus Selke & Natasja Nortier

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?	Everything was handled thoroughly and we felt confident that our needs were being met with our best interest at heart.
1.3	What did you most like about dealing with me?	You were always very quick to respond and willing to explain whatever we didn't understand in a language we could understand.
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?	I have used your service before
1.10	Any other comments including areas I could improve my service?	Thank you again for your help and patience with the refinancing of our mortgage. We are very pleased with how well it went despite our unique situation and appreciate your ever professional manner. You are a pleasure to deal with and we wouldn't hesitate to recommend you to friends and family.
1.11	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? Only your name will be on it with all email, address and contact details removed.	Yes - I happy for you to use my survey