

Client(s) Sarah Why & Glyn Davies

| 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? | Variety of options, plus you always kept us up to date. |
| 1.3 | What did you most like about me? | Personal friendly approach |
| 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? | Nothing |