

Clients(s) Dale Case & Lisa Case

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?	4
1.2	What elements of the Service I provided did you like the most?	It was great that you could meet with us to get all the details and then come back with the best options so quickly. Everything was explained and followed through, we didn't have to worry about a thing which was fantastic as selling/buying/moving is stressful enough.
1.3	What did you most like about dealing with me?	We like that you are very friendly and helpful to deal with - nothing seems to be too much of a problem and we can rely on you to make sure everything goes through as it should. Even when you're on holiday!
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?	No comments for improvement, we think you provide a fantastic service and will happily recommend you.