

Client Elizabeth Allison

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?	Julians excellent knowledge and advice
1.3	What did you most like about dealing with me?	Very thorough and efficient Dealing by email threfore I could communicate whilst at work.
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?	
1.11	Thank you so much for completing the survey. My passion is to help people reach their financial goals and as my business is 100% referral, I find the best way to do this is to spread our clients good news stories on how i assisted them on this journey. With that in mind may I ask your permission to publish your completed survey on our social media feeds along with a picture of your new property. We tag you in on the post if possible but to maintain your privacy we remove any reference to your current address or the property you have bought. We also do not publish any email addresses or contact numbers.	Yes - I happy for you to use my survey