

Clients(s) Zi Ward & Britt Ward

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?	1. Your transparency in providing us with the most favourable option without bias 2. That you travel to us 3. You are articulate in answering our queries 4. You ALWAYS answer your mobile 5. We are repeat clients because we have built up a trustful relationship and we have no interest in going elsewhere 6. Your follow up with the lender on progress
1.3	What did you most like about dealing with me?	As above
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?	No
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, please stay as you are because what you do and how you do it is what makes you Julian Finch OUR mortgage broker.