

Clients(s) Shane Colliss & Brie Binder

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?	honesty about our individual financial position & advising of realistic expectations, commitment to ensuring our finances are running as smoothly as possible and fantastic communication throughout all processes.
1.3	What did you most like about dealing with me?	Julian has always guided us to make educated financial decisions. We hold his advice in the highest regard and wouldn't make any major financial commitments/changes without consulting with him.
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?	You're amazing! Of course we'll be back :).
1.11	<p>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.</p> <p>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 <u>do not</u> publish any email addresses or contact numbers.</p>	Yes - I happy for you to use my survey