

# Thurlowe-Clarke Limited

## Customer Survey

From our recent dealings with you we would like to hear what you thought of our services. Your response to this survey will help us to learn where we could do better.

Please answer 'yes' or 'no' in the box on each line and return this form either by post or email adding any other specific comments that you may have.

	YES	NO	Comments
Were you clearly told at the start about the services that we can provide and about how they would be paid for?			
Did you feel that the advice that you were given reflected your needs, were objective, non- pressured and took into account your circumstances?			
Did your adviser give you the advice and professionalism that you were expecting?			
Did you feel that the explanations we gave and our written communications to you were sufficiently clear, concise and accurate?			
If you had to contact us for whatever reason, were we or your adviser prompt and effective at responding?			
Was your transaction with us promptly completed?			
Would your experience in dealing with us suggest that you were treated fairly?			
Would you use our services again or recommend us to your family or friends?			
Any Other Comments:			

Client Name..... Advisers Name .....

Date.....