

To help us improve our level of service to customers, we would be very grateful if you would take a minute to provide us with some valuable feedback.

Name: Consultants Name:

Was the product information we sent useful?

- It was useful and easy to comprehend
- Additional information would have been helpful

Did your consultant: *(tick all that apply)*

- Appear knowledgeable and competent
- Deal with your enquiry in a friendly and courteous manner
- Respond to your enquiry in a timely fashion
- Need to improve their product knowledge
- Need to improve their phone etiquette

Would you use our services again in the future?

- Yes
- No

Why?

Are you likely to recommend our services to a friend or family?

- Yes
- No

What did you like about the service?

Is there anything that we could do to provide either a better product or higher level of service?

Thank you for taking the time to complete this survey.
We look forward to receiving your feedback.