



Dear client

Please tell us about our service to you

Our clients are important to us and our aim is always to provide the highest levels of service, As we rely on our existing clients to recommend us to family and friends we must ensure that we continually strive to improve our service to you.

For that reason we have enclosed a brief questionnaire, which we would be grateful if you would take a couple of minutes to complete.

If you feel that you received a high level of service from us and would permit us to include your views, on our website or other marketing material, please include your feedback on the questionnaire and return it to us in the envelope provided.

Many thanks for your help with improving or maintaining our service to you.

Best Regards

Avril Spence CeMAP
Director

96 Dufferin Avenue, Bangor, Co Down, BT20 3AD

Tel: 028 9 456262 . Fax: 028 91456210

Email: info@14ufinancialsolutions.co.uk . www.14ufinancialsolutions.co.uk

Company No.: NI 606059 Registered in Northern Ireland

14 U Financial Solutions Ltd is an appointed representative of First Complete Ltd, which is authorised and regulated by the Financial Conduct Authority

SERVICE SATISFACTION SURVEY



Date _____

Name(s) _____

Address _____

Town _____

Postcode _____

Tel No. _____ E-mail _____

How would you rate your experience of your dealings with us?

Poor Average Good

How would you rate our communication with you?

Poor Average Good

Do you feel that our understanding of your circumstances and requirements was?

Poor Average Good

How do you feel our advice matched your requirements?

Poor Average Good

Do you feel that our explanation for our recommendations was?

Poor Average Good

How do you rate the advice that you received?

Poor Average Good

How likely are you to use our services again?

Unlikely Maybe Very likely

Would you recommend our services to family and friends?

Yes No Please tell us if there is anything we could do differently to improve our service to you

We would appreciate any comments you would like to make about our service to you

Comments

Signed _____ Signed _____

By signing this form you give us permission to use your comments on our website and marketing material