



Client Satisfaction Survey

HOW HAVE WE DONE?

We take pride in the service that our Advisers provide to our clients and appreciate the feedback we receive from them. So to ensure we continue to provide an excellent service, or learn how we might improve on what we do, we need to know about your experience in using our services.

We'd really appreciate you sparing a couple minutes to give us your honest opinion and answer the questions below. (Open this form in a PDF reader like Adobe to type in your responses, then Save)

SATISFACTION QUESTIONNAIRE

Please answer the questions below scoring your experience/satisfaction with the service provided out of 5, with 5 being the highest or most satisfied, and 1 being the lowest or least satisfied.

	Lowest				Highest			
How satisfied with our communications were you?	1	2	3	4	5			
How efficient were we in responding to queries you had?	1	2	3	4	5			
How satisfied were you with our recommendations?	1	2	3	4	5			
How satisfied were you that everything was clearly explained?	1	2	3	4	5			
How likely are you to use our services again in the future?	1	2	3	4	5			
How likely are you to recommend our services to others?	1	2	3	4	5			

Do you have any suggestions or comments on anything we can improve on?

If you are happy with the service your adviser provided please leave a comment:

Please be assured that your feedback will be dealt with in the strictest confidence.

A selection of client comments are available on our website at: www.nexusifa.co.uk/testimonials.html but we never identify clients by their full name, only first name or initials.

Please tick the box if you agree that we can use your comments on our website.

Thank you for taking the time to complete and return this questionnaire.

Your Name: _____ Your Postcode: _____

Your Email: _____ Adviser Name: _____