

Customer Satisfaction Survey

How did you **contact us**?

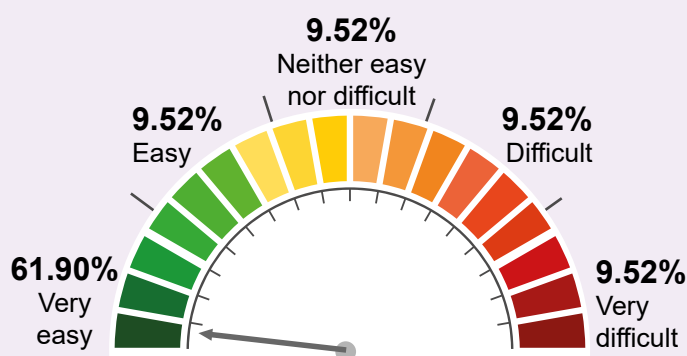


9.52%
At reception



90.48%
By telephone

How easy was it for you to get help with your enquiry?



Was the advisor **courteous and polite**?



Yes
100%

No
0%

Was the advisor **knowledgeable and helpful**?



Yes
85.71%

No
14.29%

Overall how **satisfied were you** with the advisor who handled your enquiry today?



Is there anything we could have improved on?



Answers **14**
No answer **7**