

Customer Satisfaction Survey Results - Completed surveys returned by Principle First clients in April 2009

Question 1 - How satisfied are you with the service provided by Principle First?

Question 2 - Are you happy with the contact you had with our staff?

- Reception / Telephone

- Adviser

- Client Account Manager

Question 3 - How did you find the frequency and quality of updates you received from our staff during the process of your application?

Question 4 - Would you recommend Principle First to others?

Client*	Question 1	Question 2			Question 3	Question 4	Comments
		Reception /Phone	Adviser	Client Acc Manager			
C. Faulkner	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments.
P. Kinsella	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	Assumpta was extremely knowledgeable, helpful & efficient.
A. Hutton	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments.
Anon	Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments.
P. Houston	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	Having known Michael Kennedy all my life I trust his honesty & integrity along with his excellent skills relating to his work.
G. Tunney	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	Overall very happy with everyone I had contact with and hope the service remains constant for years ahead.

*Some clients wish to remain anonymous so in these cases their answers will be given without their names.