

Customer Satisfaction Survey Results - Completed surveys returned by Principle First clients in December 2007

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			
R Gallagher	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	The service I got from the staff at Principle First was 100%. Thank you for your time and work.
G Oidoherty	Very Satisfied	Yes	Yes	(blank)	Average	Yes	Ref Q.3. More contact by yourselves through email, phone would make some things more clearer. But this is a minor comment. All staff I dealtwith were very professional and polite and made me very comfortable and received throughout my meeting with them. I would highly recommend your company for quick completion of business and payout.
J & I Davison	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Excellent service with a helpful friendly smile from all staff. Nothin too much bother for them.
R Toland	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	I'd like to say that the level of service I received from Bronagh was very good
P Collins	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments

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