

# Customer Satisfaction Survey Results - Completed surveys returned by Principle First clients in February 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			
M. McGilloway	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	<p>Staff are aware of customers being anxious, excited and sometimes worried. Excellent and accurate figures. Honest advice. Every detail of policies read through and understood with client before client continues on. Very professional, pleasant and a high level of customer care given in person and on telephone.</p> <p>I am a customer from 2 years ago. Because of previous customer care and thorough check I got my mortgage. I told myself I would come back to Principle First after my two years expired on my mortgage.</p>
S. Kelly	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	I found Bronagh & Assumpta really helpful and they made me feel very comfortable & I knew I had the best deal available to me due to their help.
C. Mc Laughlin	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments
J. Flanagan	V.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.