

# Customer Satisfaction Survey Results - Completed surveys returned in June 2008

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 |            |            |  |
| B Beattie    | Very Satisfied | Yes              | Yes     | Yes                | Excellent  | Yes        | I found Principle First a very friendly and helpful service and would definitely recommend them to anyone, thank you.  |
| T McGowan    | Very Satisfied | Yes              | Yes     | Yes                | Excellent  | Yes        | Very Professional and very knowledgeable in their field. Explained options very clearly.   |
| S Mulhern    | Very Satisfied | Yes              | Yes     | Yes                | Excellent  | Yes        | I was really satisfied with the excellent service I received from Assumpta who helped me & explained everything I needed to know in detail. I was going away on holidays & I felt Assumpta helped a great deal to close the loan before our departure. I was happy & relieved all was sorted before deadline. Many thanks for a great service. |
| Anon.        | Satisfied      | Yes              | Yes     | N/A                | Excellent  | Yes        | I found Principle First a very friendly and helpful service and would definitely recommend them to anyone, thank you.  |
| L McLaughlin | Very Satisfied | Yes              | Yes     | Yes                | Excellent  | Yes        | Great Advice & efficient service, felt secure as Principle First are more than reliable.   |
|              |                |                  |         |                    |            |            |  |

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