

# Customer Satisfaction Survey Results - Completed surveys returned by Principle First clients in March 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			
F Hallam	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments
C King	Very Satisfied	Yes	Yes	Yes	Excellent	Yes - Absolutely	First class, from your receptionists to your advisers, always a happy smile. Thank you for all your excellent advice. Having remortgaged with other practices before I couldn't believe how quick, open, friendly and stress free for me your business is. On my day to day contacts my family and I have and will be strongly recommending people to contact yourselves. Thank you for everything.
N McDermott	Very Satisfied	Yes	Yes	(blank)	Excellent	Yes	First class service from beginning to end, very professional!! Carlsberg don't do mortgages but if they did, they would probably be from you! Cheers
E Ward	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	This is the second time I have used your services and find your staff excellent. Highly recommended.
P McGee	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments
P Boyle	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments
Anon	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Experienced staff who inspire confidence. Excellent
L Young	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	From the initial contact where I spoke to Tina was so life saving. Excellent service. Everything was explained well. Not made to feel stupid or that anyone was judging you. Help given and good advice. I now feel empowered to manage my finances and will definitely use Principle First again and recommend to others.

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