

Customer Satisfaction Survey Results - Completed surveys returned by Principle First clients in March 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			
D. McNulty	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	My only regret is that I didn't hear about Michael Kennedy & Principle First sooner.
A. Hall	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	Very impressive. Fantastic support by your staff. Thank you
C. Duff	V.Satisfied	Yes	Yes	blank	Excellent	Yes	Assumpta kept us up to date at all times during the process of our mortgage and helped set up our life insurance and get us a better price. Assumpta made contact with us we did not have to do anything. Thank you Assumpta. (would recommend Principle First to anyone.)
Anon	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	Excellent services & advice
B. & Y. Smith	V.Satisfied	Yes	Yes	Yes	Excellent	Yes	We found Fiona to be very helpful & courteous. Also the other staff. Everything worked like clockwork from beginning to end. V. professional.

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