

Customer Satisfaction Survey Results - Completed surveys returned by Principle First clients in November 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			
M Kelly	Very Satisfied	Yes	Yes	Yes	Average	Yes	No additional comments
L Browne	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Excellent service, Bronagh could not have done more to help me through remortgage process. Have found all staff to have a professional approach to clients.
M McKinney	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Your service is very good and I would not think of going anywhere else to do any loans or future mortgages. The staff gave me extra and good advice on how to save money and work out my mortgage. I will be back in a few months to change my mortgage with your advice. Thank you.
M Manuel	Satisfied	Yes	Yes	(blank)	Excellent	Yes	I would like to say that if you set out everything you require at the outset I think the mortgage would have gone through much quicker.
A McCann	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	No additional comments
E Henry	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Excellent personal contact & follow up
J & M McLaughlin	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Bronagh was very helpful, thorough and accomodating with appointments etc. Thanks Bronagh. Diane who answered the phone sometimes was pleasant, polite and willing to pass on messages. Thanks Diane.

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

Customer Satisfaction Survey Results - Continued...

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		Reception /Phone	Adviser	Client Acc Manager			
Anon	Very Satisfied	Yes	Yes	Yes	Excellent	Yes	Very Efficient and friendly service.
Anon	Satisfied	Yes	Yes	(blank)	Excellent	Yes	No additional comments
D Armstrong	Satisfied	No	Yes	Yes	Excellent	Yes	No additional comments

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