

**Thomas & Co Financial Services
Customer Survey**

Please rate the following points from 0 to 10 where 10 is best*

***Where you score 5 or less please complete the comments section below with reasons**

How did we present the services we offer?	
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

If there is any issue you feel you do not understand or require further clarification on, or you wish to make any other comment, please let us know below. Although there is no obligation to put your name on the questionnaire, please bear in mind that we are unable to provide an individual response if you do not.

Comments:

RECEIVED
- 1 SEP 2010

Name (optional)

[Redacted Name]

jb0906

Thomas & Co Financial Services Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	7
Do we answer calls promptly and efficiently?	9
Do we get back to you when promised?	10
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	8
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	9
Do we present ourselves in an open and honest way?	9
Do we give value for money?	9
What overall score do you think we deserve?	9

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Comments:

RECEIVED
- 8 SEP 2010

Name (optional) _____

jb0906

**Thomas & Co Financial Services
Customer Survey**

RECEIVED
- 8 SEP 2010

Please rate the following points from 0 to 10 where 10 is best

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments:

Name (optional)

[REDACTED]

gh0906

**Inomas & Co Financial Services
Customer Survey**

Please rate the following points from 0 to 10 where 10 is best*

***Where you score 5 or less please complete the comments section below with reasons**

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments:

RECEIVED
-3 SEP 2010

Name (optional) _____

gs0906

Thomas & Co Financial Services
Customer Survey

RECEIVED
-3 SEP 2010

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	10
What overall score do you think we deserve?	10

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Comments:

RECEIVED
-3 2010

Name (optional) _____

jb0906

RECEIVED
13 OCT 2010

Thomas & Co Financial Services
Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	7
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	9
Do we make things easy to understand?	9
Do we process your business quickly and efficiently?	6
Do we keep you informed?	8
Do we spend enough time finding out about your needs?	8
Do we spend enough time explaining how things work and the risks involved?	8
Do we present ourselves in an open and honest way?	7
Do we give value for money?	6
What overall score do you think we deserve?	7

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Comments:

Name (optional)

[REDACTED]

gs0906

Thomas & Co Financial Services Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	10
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	10
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	6
What overall score do you think we deserve?	9/10

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Comments:

RECEIVED
21 OCT 2010

Name (optional) _____

gs0906

RECEIVED
29 OCT 2010

Thomas & Co Financial Services
Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	9
Do we answer calls promptly and efficiently?	9
Do we get back to you when promised?	9
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	9
Do we present ourselves in an open and honest way?	9
Do we give value for money?	9
What overall score do you think we deserve?	9

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Comments:

I was very pleased with the
Service given

Name (optional)

[REDACTED]

gh0906

Thomas & Co Financial Services
Customer Survey

RECEIVED
-4 NOV 2010

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	8
Do we answer calls promptly and efficiently?	8
Do we get back to you when promised?	9
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	8
Do we keep you informed?	8
Do we spend enough time finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	7
Do we present ourselves in an open and honest way?	8
Do we give value for money?	8
What overall score do you think we deserve?	8

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Comments:

A good helpful service. However, it's quite early on in my relationship with you to say if I'm getting value for money.

Name (optional)

[Redacted Name]

gs0906

Thomas & Co Financial Services Customer Survey

Please rate the following points from 0 to 10 where 10 is best*

*Where you score 5 or less please complete the comments section below with reasons

How did we present the services we offer?	9
Do we answer calls promptly and efficiently?	10
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	9
What overall score do you think we deserve?	9

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Comments:

Name (optional)



gh0906

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How did we present the services we offer?	10
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Do we get back to you when promised?	9
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	9
Do we keep you informed?	10
Do we spend enough time finding out about your needs?	10
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Do we give value for money?	?
What overall score do you think we deserve?	9

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Comments:

I can't tell if you offered value for money!

Name (optional) _____

gh0906