



Customer Satisfaction Survey

Your adviser's name:

1. What is your overall satisfaction rating with our company?
 - 5 - Very Satisfied
 - 4 - Somewhat Satisfied
 - 3 - Neither Satisfied nor Dissatisfied
 - 2 - Somewhat Dissatisfied
 - 1 - Very Dissatisfied

2. How satisfied were you with the adviser's knowledge?
 - 5 - Very Satisfied
 - 4 - Somewhat Satisfied
 - 3 - Neither Satisfied nor Dissatisfied
 - 2 - Somewhat Dissatisfied
 - 1 - Very Dissatisfied

3. How satisfied were you with the adviser's professionalism?
 - 5 - Very Satisfied
 - 4 - Somewhat Satisfied
 - 3 - Neither Satisfied nor Dissatisfied
 - 2 - Somewhat Dissatisfied
 - 1 - Very Dissatisfied

4. How satisfied were you with the adviser's understanding of your needs?
 - 5 - Very Satisfied
 - 4 - Somewhat Satisfied
 - 3 - Neither Satisfied nor Dissatisfied
 - 2 - Somewhat Dissatisfied
 - 1 - Very Dissatisfied

5. How satisfied were you with the product provided for you?

- 5 – Very Satisfied
- 4 – Somewhat Satisfied
- 3 – Neither Satisfied nor Dissatisfied
- 2 – Somewhat Dissatisfied
- 1 – Very Dissatisfied

6. How satisfied were you with the after sales service (if required)?

- 5 – Very Satisfied
- 4 – Somewhat Satisfied
- 3 – Neither Satisfied nor Dissatisfied
- 2 – Somewhat Dissatisfied
- 1 – Very Dissatisfied

7. Have you, or would you recommend your adviser to friends and family?

- Yes
- No

8. Any other comments you would like to make?

9. Would you be happy for us to use your comments anonymously in any advertising the company does?

- Yes, Town you live in:
- No

Signed:

Print Name:

Date:

Thank you for your time in completing this survey.

Please complete this form in Adobe Reader and email it back to enquiries@moneysprite.com.
Alternatively return by post to **Moneysprite, 110 Bishopsgate, London, EC2N 4AD.**