

FAO: Ayoub Khan (Director)

Ref: 140048

CLIENT SATISFACTION QUESTIONNAIRE

1. How was your claim dealt with?

- Poor
- Moderate
- Good
- Very Good
- Excellent

2. Were you updated regularly?

- Poor
- Moderate
- Good
- Very Good
- Excellent

3. How would you rate our response to your telephone calls?

- Poor
- Moderate
- Good
- Very Good
- Excellent

4. Were you satisfied with the outcome of your case?

Yes No

5. Would you recommend our service?

Yes No

YES YES

6. How could we improve our service?

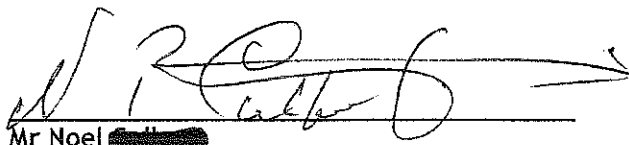

Yes, case done since
Thank you, Noel

7. Please state any other comments you may have in relation to the file handler/ Aston Knight Solicitors

Very good at what
you do

8. Please provide any other information that you feel is relevant?

Signed:


Mr Noel 

Dated:

7/8/2013

FILE NOTE

Case Ref: 140048
Client: Mr Noel Culbert
Action: Take call
Date: 10/06/2013
Time: 09:28:12
Handler: Ayoub Khan
Typist: MS
No. of Units: 1
Cost Value: £20.10
Correspondent Client (Culbert, Mr Noel)

DETAILS

Call from Client - requested and provided update, client mentioned he has not been disappointed with our performance and is very happy.