

FAO: Ayoub Khan (Director)

Ref: 140080

CLIENT SATISFACTION QUESTIONNAIRE

1. How was your claim dealt with?

- Excellent
- Very Good
- Good
- Moderate
- Poor

2. Were you updated regularly?

- Excellent
- Very Good
- Good
- Moderate
- Poor

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

- Excellent
- Very Good
- Good
- Moderate
- Poor

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

Yes No

5. Would you recommend our service?

Yes No

6. How could we improve our service?

