

FAO: Ayoub Khan (Director)

Ref: 120517

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?

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

I am very happy with your services.

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

Signed: Marta [redacted]
Mrs Marta [redacted]

Dated: 5th February 2014