

FAO: Ayoub Khan (Director)

Ref: 140373

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14 APR 2014

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 ☐

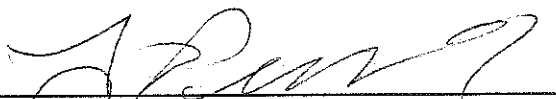

6. How could we improve our service?

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

SERVICE &
COMMUNICATION
EXCULCANT

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

Signed:


Mr Thomas 

Dated:

14th April 2014