

FAO: Ayoub Khan (Director)

Ref: 140529

RECEIVED
09 MAY 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?

I don't think you can

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

Thank you so much for the cheque you have sent to me. I am more than pleased with you for the way you have done every thing for me

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

I will tell my family and friend about the service you give to me in such a short time

Signed:

Mrs A [REDACTED]
Mrs Alma [REDACTED]

Dated:

30th April 2014