

FAO: Ayoub Khan (Director)

Ref: 140286

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22 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?

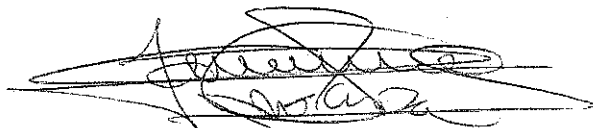
N/A

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

Better than other solicitor I  
ever known.

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

Keep it up! Thanks



Signed:

Mr Mwanzalwa

Dated:

16th May 2014