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06 JUN 2014

FAO: Ayoub Khan (Director)

Ref: 120709

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

My claim ~~was dealt with~~ was done very quickly with most of the work done by yourselves. A very good service - Everything was always checked to make sure it was correct

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

Signed:

  
Mrs Clare 

Dated:

31st May 2014