

Customer Satisfaction Survey

How did you **contact us**?

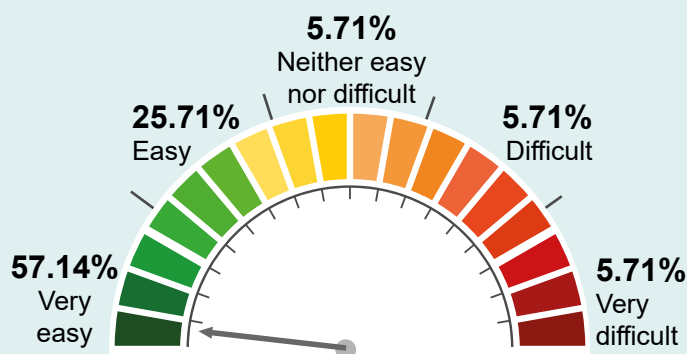


23.53%
At reception



76.47%
By telephone

How easy was it for you to get help with your enquiry?



Was the advisor **courteous and polite**?



Yes
100%

No
0%



Was the advisor **knowledgeable and helpful**?



Yes
97.14%

No
2.86%

Overall how **satisfied were you** with the advisor who handled your enquiry today?



Is there anything we could have improved on?



Answers **22**
No answer **13**