



## RE MORT G A G E C L I E N T Q U E S T I O N N A I R E

We greatly value your feedback on our service even where your new lender is paying our fees. Please help us to monitor our performance and identify improvements by completing this questionnaire and returning it to us in the enclosed pre paid envelope.

1. Overall, did we deal with your matter efficiently? YES NO  
 1  2
2. Overall, did you feel you were kept informed?  
 1  2
3. Please rate your general perception of your team's performance in the following areas:

	Excellent	Good	Average	Poor
Legal Competence	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Administration	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Attitude	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
Communication	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

(If you have particular examples of good or poor performance in any of these areas, we would welcome further details in Question 9 below).

4. Were we generally available when you telephoned? YES NO  
 1  2
5. Were we generally able to deal with your telephone queries?  
 1  2
6. Were phone calls returned within 24 hours?  
 1  2
7. Were our letters clear and helpful?  
 1  2
8. Would you use us again when remortgaging or moving home?  
 1  2
9. Are there any other comments you would like to make?

**Thank you for your help**