

# Treating Customers Fairly

## Feedback Questionnaire

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We, at Kelly Mortgage Solutions, have always held that looking after the best interests of our customers is as critical to our success as it is important to our customers. For these reasons, we set up a feedback system with our customers, which would identify areas of our weakness thereby allowing us to enhance our customers' experience and give them the confidence to continue to use our services and recommend others to us

We ask our customers to rate us from 1 - 5 on each of the above points, with 1 being poor, 3 being average and 5 being excellent.

<b>8 Simple Questions to help us see how we did</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
How quickly we responded to your initial enquiry					
How quickly we processed your application					
How quickly we asked for any extra information					
How well we kept in touch with you/kept you informed					
How easy it was to contact us					
The friendliness and helpfulness of our staff					
How easy our literature was to understand					
Would you recommend us to your friends	Yes / No				

### Please add any additional comments here

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Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

Thank you for your time in completing this form, it will be used to monitor and improve our service  
If you wish to remain anonymous, please return this form without signing above.

If you have a friend or relative that could benefit from our advice.  
please add their contact details on the reverse of this questionnaire for us to contact them.  
Please remember to tell them that you have provided us with their details in readiness for our call.

***Your comments may be added to our testimonial section on our website, please state if this is not acceptable***