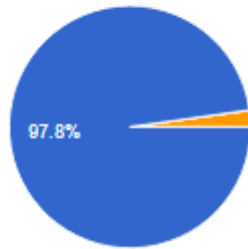


Summary of Feedback - Financial Plan Division 2015-16

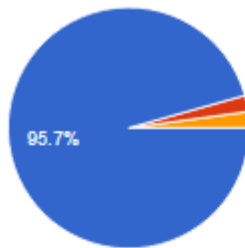
Please rate the overall satisfaction of our service.



Satisfied	44	97.8%
Neutral	0	0%
Dissatisfied	1	2.2%

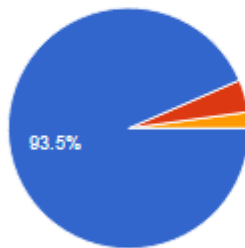
Please rate the overall satisfaction of our service.

Responsiveness to your Questions



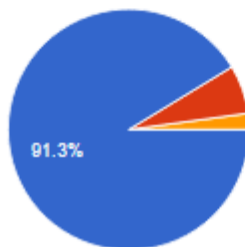
Satisfied	44	95.7%
Neutral	1	2.2%
Dissatisfied	1	2.2%

Flexibility and Personalisation of Service.



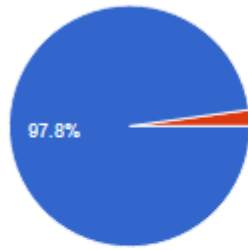
Satisfied	43	93.5%
Neutral	2	4.3%
Dissatisfied	1	2.2%

Understanding of your needs



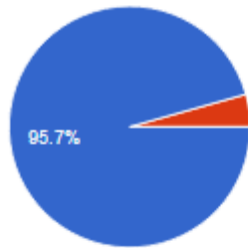
Satisfied	42	91.3%
Neutral	3	6.5%
Dissatisfied	1	2.2%

Courtesy of Staff



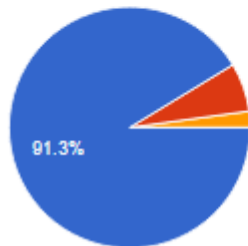
Satisfied	45	97.8%
Neutral	1	2.2%
Dissatisfied	0	0%

Knowledge and Delivery of Chief Planner



Satisfied	44	95.7%
Neutral	2	4.3%
Dissatisfied	0	0%

Interaction / Knowledge / Delivery of Para Planner associated with you

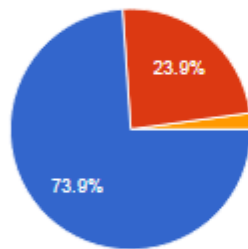


Satisfied	42	91.3%
Neutral	3	6.5%
Dissatisfied	1	2.2%

Please rate the Financial Plan on the following parameters

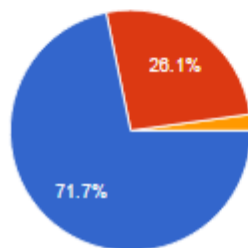


Quality of the Financial Plan



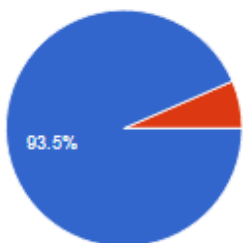
Very Good	34	73.9%
Good	11	23.9%
Poor	1	2.2%

Recommendations specific to client



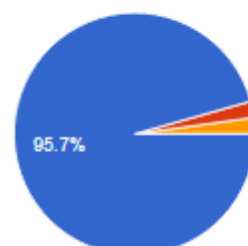
Very Good	33	71.7%
Good	12	26.1%
Poor	1	2.2%

Did the Financial Plan provide you with a road map to achieving your goals



Yes	43	93.5%
No (Please specify below)	3	6.5%

How Likely are you to recommend our services to your friends and colleagues



Likely	44	95.7%
Neutral	1	2.2%
Unlikely	1	2.2%