

CUSTOMER SATISFACTION SURVEY



1. Did you feel that the length of time you waited to speak to a Customer Service Advisor was:

Too long Reasonable Shorter than expected

2. How well did you feel your enquiry was understood?

Very well Reasonably well Not at all well

3. How knowledgeable did our Customer Service Advisor seem to you?

Extremely knowledgeable Quite knowledgeable
Not at all knowledgeable

4. How clear was the information/direction you were provided with?

Extremely clear Moderately clear Not at all clear

5. Overall, how satisfied were you with the customer service you received?

Extremely satisfied Quite satisfied Not at all satisfied

Please feel free to add any further comments

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Thank you for completing the survey.

Survey Results

Q1 Regarding the length of time customers waited to speak to a Customer Service Advisor:

60% stated "shorter than expected"

30% stated "reasonable"

10% - no comment

Q2 Regarding how well customers felt their enquiry was understood:

70% stated "very well"

20% stated "reasonably well"

10% - no comment

Q3 Regarding how knowledgeable the Customer Service Advisors seemed:

80% felt they were "extremely knowledgeable"

10% felt they were "quite knowledgeable"

10% - no comment

Q4 Regarding the clarity of information/direction provided:

100% felt it was "extremely clear"

Q5 The overall satisfaction rating for how people felt about the customer service received:

100% stated they were "extremely satisfied"