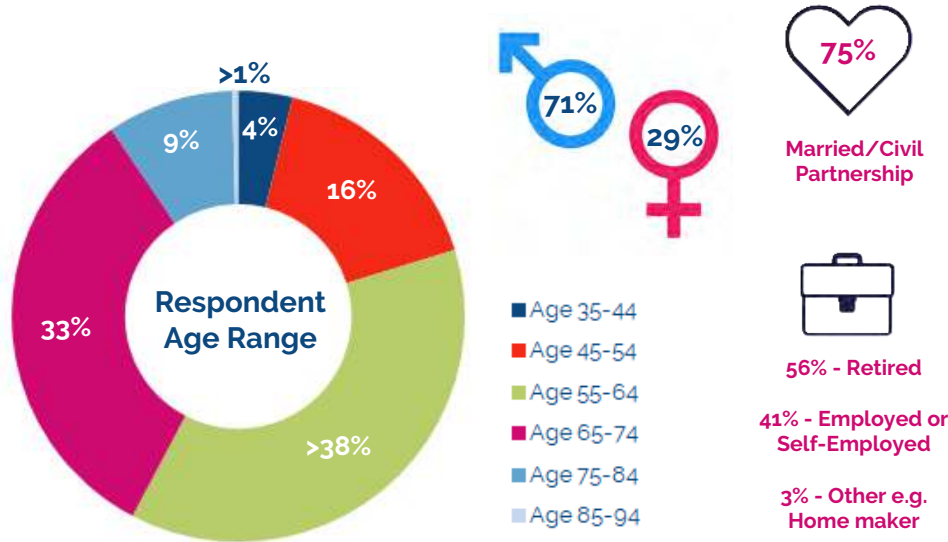


# Client Survey 2019

## WHO RESPONDED?



## SERVICE ELEMENT IMPORTANCE & RATING



## WOULD CLIENTS RECOMMEND US?

**9**

**AVERAGE RATING**

(ON A SCALE OF 0 = NOT LIKELY TO 10 = VERY LIKELY)

“ I have already recommended your services to colleagues and friends. ”

- [Respondent rating 10]

It is now Company Policy to formally thank all clients who recommend us.

## WHAT RESPONDENTS LIKE ABOUT US

**Excellent Service**  
**Professional** **Friendly** **Understands**  
**Trust** **My Adviser** **Technical**  
**Meetings** **Personal** **Everything**  
**Thorough Explanation** **Local**

## AREAS FOR DEVELOPMENT



## TECHNOLOGY & SOCIAL MEDIA

