

# Customer Feedback Questionnaire

Please give as much information as you can. Return your feedback directly to us at 11 Myrtle Street, Douglas, Isle of Man. Please mark the envelope **Strictly Private & Confidential**, for the attention of the Directors.

Would you like your feedback to be provided to your adviser, please tick YES  NO

**Confidentiality** - The identity of participants in the survey will not be revealed to the adviser concerned and will be used entirely for management information purposes. The information collected will be treated confidentially and comply with the requirements of the Data Protection Act.

We would like to use our clients comments for marketing purposes, please tick if you are in agreement to this YES  NO

## Personal Details

Mr / Mrs / Miss / Ms	Name (Block Capitals) .....	Address.....
		Post Code .....
Telephone Daytime .....	Evening .....	
Signature.....	Date .....	

## 1. Description of Service


## 2. Please tick the boxes which best describe your experience of Blythe Financial

	Poor	Satisfactory	Good	Very Good	Excellent
A First impression of business / personnel					
B Politeness / friendliness and courtesy ...					
C Depth of knowledge of products / services					
D Speed of response to enquiries ...					
E Reliability and consistency ...					
F Honesty and trustworthiness ...					
G Value for money ...					
H Quality of service / products ...					
I After sales service (if applicable) ...					
J Overall Satisfaction ....					

## 3. What did you like about the service? (Please explain as fully as possible)


## 4. Did you dislike anything about the service? (Please explain as fully as possible)


## 5. Do you have any suggestions which would improve the service?


## 6. Name(s) of anyone who gave a particularly good service? (Please give details)

--



blythe financial

11 Myrtle Street, Douglas, Isle of Man, IM1 1ED

Tel: 01624 619180 Fax: 01624 619185

Email: enquiries@blythefinancial.com www.blythefinancial.com

Directors A Blythe, S Blythe Registered in the Isle of Man 103941C

Licensed by the Isle of Man Financial Supervision Commission to carry on Investment Business

Registered with the Insurance and Pensions Authority in respect of General Business

Blythe Financial is the registered trading name of Blythe Financial Limited

Thank you for taking the time to complete this Questionnaire.

