



# Customer Satisfaction Survey

Your adviser's name:

1. What is your overall satisfaction rating with our company?
  - ☐ 5 - Very Satisfied
  - ☐ 4 - Somewhat Satisfied
  - ☐ 3 - Neither Satisfied nor Dissatisfied
  - ☐ 2 - Somewhat Dissatisfied
  - ☐ 1 - Very Dissatisfied
2. How satisfied were you with the adviser's knowledge?
  - ☐ 5 - Very Satisfied
  - ☐ 4 - Somewhat Satisfied
  - ☐ 3 - Neither Satisfied nor Dissatisfied
  - ☐ 2 - Somewhat Dissatisfied
  - ☐ 1 - Very Dissatisfied
3. How satisfied were you with the adviser's professionalism?
  - ☐ 5 - Very Satisfied
  - ☐ 4 - Somewhat Satisfied
  - ☐ 3 - Neither Satisfied nor Dissatisfied
  - ☐ 2 - Somewhat Dissatisfied
  - ☐ 1 - Very Dissatisfied
4. How satisfied were you with the adviser's understanding of your needs?
  - ☐ 5 - Very Satisfied
  - ☐ 4 - Somewhat Satisfied
  - ☐ 3 - Neither Satisfied nor Dissatisfied
  - ☐ 2 - Somewhat Dissatisfied
  - ☐ 1 - Very Dissatisfied
5. How satisfied were you with the product provided for you?
  - ☐ 5 - Very Satisfied
  - ☐ 4 - Somewhat Satisfied
  - ☐ 3 - Neither Satisfied nor Dissatisfied
  - ☐ 2 - Somewhat Dissatisfied
  - ☐ 1 - Very Dissatisfied

6. How satisfied were you with the after sales service?

- ☐ 5 – Very Satisfied  
☐ 4 – Somewhat Satisfied  
☐ 3 – Neither Satisfied nor Dissatisfied  
☐ 2 – Somewhat Dissatisfied  
☐ 1 – Very Dissatisfied

7. Have you, or would you recommend your adviser to friends and family?

- ☐ Yes  
☐ No

8. Any other comments you would like to make?

9. Would you be happy for us to use your comments anonymously in any advertising the company does?

- ☐ Yes, Town you live in:  
☐ No

Signed:

Print Name:

Date:

Thank you for your time in completing this survey.

Please complete this form in Adobe Reader and email it back to [enquiries@moneysprite.com](mailto:enquiries@moneysprite.com).  
Alternatively return by post to **Moneysprite, 5 Old Bailey, London, EC4M 7AR.**