

Feedback

Your feedback on how I handled your case and the outcome is always appreciated. Please feel free to make any comments – good or bad.

Please rate each of the following questions on a scale of 1 to 5 where:

1 = Poor; 2 = Unsatisfactory; 3 = Satisfactory; 4 = Very good; 5 = Excellent

1. How would you rate the content of the website?	4
2. How easy was the initial questionnaire to understand?	5
3. How would you rate the guidance I gave you when filling in any other form?	5
4. How would you rate the updates I gave you on the progress of your case?	5
5. How would you rate my use of plain English and explaining everything in an easy to understand manner?	5
6. How did I rate against my aim of dealing with you promptly, efficiently and more as a friend than a client?	5**
7. How would you rate my efforts to achieve maximum compensation for you?	5**
8. How would you rate my service for value-for-money?	5
9. If asked, how would you describe me to your family/friends?	5****
10. Please give me an overall rating 1-5?	5
Please let me know if you have any suggestions for how I can improve the service: I was very wary of pursuing my PPI claim - Greg made this so straight forward and took all the hassle away from me - so I cannot think of anything which needs improving.	
Any final comments you would like to make: Thank you so much for recovering so much money for me. I shall certainly recommend you to family, friends and acquaintances. Pleasure doing business with you.	

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6. How did I rate against my aim of dealing with you promptly, efficiently and more as a friend than a client?	5
7. How would you rate my efforts to achieve maximum compensation for you?	5
8. How would you rate my service for value-for-money?	5
9. If asked, how would you describe me to your family/friends?	5
10. Please give me an overall rating 1-5?	5
Please let me know if you have any suggestions for how I can improve the service:	
Any final comments you would like to make: Thank you for your help and support in this matter and I will definitely recommend your services to friends + family.	

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4. How would you rate the updates I gave you on the progress of your case?	5
5. How would you rate my use of plain English and explaining everything in an easy to understand manner?	4
6. How did I rate against my aim of dealing with you promptly, efficiently and more as a friend than a client?	5
7. How would you rate my efforts to achieve maximum compensation for you?	5
8. How would you rate my service for value-for-money?	5
9. If asked, how would you describe me to your family/friends?	5
10. Please give me an overall rating 1-5?	5
Please let me know if you have any suggestions for how I can improve the service:	
Any final comments you would like to make: REFRESHING TO DEAL WITH AN INDIVIDUAL WHO MADE THE PROCESS STRAIGHT FORWARD AND DID NOT CHARGE EXCESSIVE FEES.	

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7. How would you rate my efforts to achieve maximum compensation for you?	5
8. How would you rate my service for value-for-money?	4.5
9. If asked, how would you describe me to your family/friends?	Efficient
10. Please give me an overall rating 1-5?	5
Please let me know if you have any suggestions for how I can improve the service: Nothing stay just as you are - don't get to commercial, people like the personal touch.	
Any final comments you would like to make: we never expected to get any compensation for being mis-sold a pension mortgage. However after getting in touch with you we were proved wrong. Now we are almost £3000 better off. Thanks for a job well done.	

Regards
Anita & Steve Shilcock
West Midlands

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8. How would you rate my service for value-for-money?	4
9. If asked, how would you describe me to your family/friends?	4
10. Please give me an overall rating 1-5?	4
Please let me know if you have any suggestions for how I can improve the service:	
Any final comments you would like to make:	