

‘Treating Customers Fairly’ Questionnaire

Name of Customer: _____

Please tick as appropriate:

The following questions are about service				
	1 Strongly Disagree	2 Disagree	3 Agree	4 Strongly agree
The level and type of service I receive is what I was led to believe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that the firm listens to my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All staff within the firm are very helpful, polite and understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service is always provided in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My requests for someone to call me are always acted upon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand what I am being charged for, in relation to advise and /or service being offered by the firm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was issued with contact details of the firm at the start of our business relationship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Based on the level of service I have received from my adviser, I am happy to recommend them in the future to someone I know	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The following questions are about my Adviser				
My Adviser always keeps appointments we have arranged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If there has been a need for my adviser to rearrange an appointment, I am always informed in good time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that my adviser listens and is fully aware of my financial objectives before making any recommendations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My adviser explains any recommendations in a manner that I can easily understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My adviser always provides me with sufficient information and documentation in order that I can make a fully informed decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My adviser does not pressurise me into accepting any recommendations made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The following questions are about communications

My adviser verbally discusses the contents of any product literature issued to me, as opposed to just leaving it for me to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I always receive a written report following any recommendations made	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The written reports and letters I receive are: <ul style="list-style-type: none"> • Easy to understand • Confirms what was actually discussed • Free of any jargon • Invites me to contact my adviser should I be unclear on any issues 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am always given the option of paying for advice directly or via the provider where appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am always asked to read and understand any documents issued to me, prior to being requested to sign them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any advertising material I receive from the firm is set out in a manner which I feel is clear, fair and not misleading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that the number of communications I receive from the firm is about right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written correspondence I receive from the firm is easy to understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The firm's website is easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments: