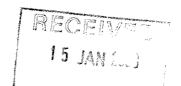


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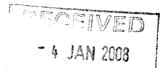
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RECEIVED - 2 JAN 2008

Your name: CSP/BEE151					
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If poor or fair, how do you think (s)he could have improved their service to you?					
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Your name:	CSP/BEA1	151		
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CLIENT SURVEY FORM

Your name:

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Your name:			DVB/F	PW/BAI203
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	Poor	Fair	Good	Excellent
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Your name:	: FW/rd/VICKERS/VIC103			VIC103
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	Poor	Fair	Good	Excellent
4. How would you rate your understanding and the commitment to the action that was taken on your behalf?				
If poor or fair, how could this have been improved for you?				
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Would you be likely to recommend this firm to others? Yes No Undecided				
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Client name:	Ref: <u>FW/LC</u>	<u>)U31</u>		
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If poor or fair, how could we have improved this for you?				
3. How would you assess the communication, be it by letter or e-mail, that you received?				
If poor or fair, how could we have improved this for you?				

FHIE, THANKIOU FOR THE WORK YOU HAVE PUT INTO MY CASE, I AM VERY PLEASED WITH THE RESULT

M Lablato M

How would you rate your understanding and the commitment to the action that was taken on your behalf?	Poor	Fair	Good	Excellent
If poor or fair, how could this have been improved for you?				
5. In general terms, how would you assess our service for you?				
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Would you be likely to recommend this firm to others? Yes .v No Undecided				
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Client Reference	MID86
Were you happy with the legal advi- you received?	
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case phone you back promptly if you left a message?	e
If you visited our offices, did you form a good impression of them?	765
Was the work we did for you value for money?	Yes
Were you happy with the way in which your case was dealt with?	725
Vould you use again, or recommend is to your friends and family? If not, lease tell us why.	Yes :
lease tell us about anything else ou would like us to know about.	AS allways the service Plander

Client Reference	FRE174
Were you happy with the legal advice you received?	e les the advise quel advered or desired results
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Did the person dealing with your case phone you back promptly if you left a message?	
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Was the work we did for you value for money?	
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Nould you use again, or recommend us to your friends and family? If not, please tell us why.	on a route of vives 1 world
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Adam

Client Reference	HAR871
Were you happy with the legal advice you received?	Tes very
Were your telephone calls to the office answered promptly?	7es very
Did the person dealing with your case phone you back promptly if you left a message?	465
If you visited our offices, did you form a good impression of them?	Yes
Was the work we did for you value for money?	Excellent
Were you happy with the way in which your case was dealt with?	Very
Would you use again, or recommend us to your friends and family? If not, please tell us why.	Tes planing already
Please tell us about anything else you would like us to know about.	

Client Reference	
Were you happy with the legal advice you received?	) E5
Were your telephone calls to the office answered promptly?	465
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	Yes
Was the work we did for you value for money?	YES.
Were you happy with the way in which your case was dealt with?	762
Would you use again, or recommend us to your friends and family? If not, please tell us why.	Yes
Please tell us about anything else you would like us to know about.	EVERYONE IS PROFFESSIONAL

Client Reference	
Were you happy with the legal advi- you received?	ce very happy
Were your telephone calls to the office answered promptly?	yes very helpful
Did the person dealing with your case phone you back promptly if you left a message?	e 1/20
If you visited our offices, did you form a good impression of them?	
Was the work we did for you value for money?	400
Were you happy with the way in which your case was dealt with?	700
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	Were you happy with the way in which your case was dealt with?	yes	
u	Vould you use again, or recommend s to your friends and family? If not, lease tell us why.	yeo:	
	ease tell us about anything else ou would like us to know about.		

Thank you for all your help and advice.

Regards

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	Client Reference	FOR123 - 1	1,06
	Were you happy with the legal advice you received?	e VES	
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	Did the person dealing with your case phone you back promptly if you left a message?	YES	
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į	Would you use again, or recommend us to your friends and family? If not, blease tell us why.	YE3	
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Client Reference	J102111
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Were your telephone calls to the office answered promptly?	Always
Did the person dealing with your case phone you back promptly if you left a message?	breve required
If you visited our offices, did you form a good impression of them?	N/A
Was the work we did for you value for money?	765
Were you happy with the way in which your case was dealt with?	4ES
Would you use again, or recommend us to your friends and family? If not, please tell us why.	Have done & will
Please tell us about anything else .you would like us to know about.	Excellent commences

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Client Reference	MCC251 32 3000
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Were your telephone calls to the office answered promptly?	463
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	45
Was the work we did for you value for money?	YE
Were you happy with the way in which your case was dealt with?	47 - Open AND CONSMUTTIVE ADVICE
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YET - EXCELLENT SERVICE
Please tell us about anything else you would like us to know about.	

Client Reference	
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# CLIENT QUESTIONNAIRE

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Were your telephone calls to the office answered promptly?	ce Yes
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message?	d
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If you visited our offices, did you form a good impression of them?	1 N/A
Was the work we did for you fair value for money?	Yes
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Vere you happy with the way your case as dealt with?	Yes
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Vould you use us again, or recommend s to your friends and family? If not,	Yes
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ease tell us about anything else you buld like us to know about.	1 received a very
and us to n low about.	Professional + Prompt
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We are always trying to improve the service we give our Clients; your comments are very helpful in our efforts to do so, and we are grateful for your time spent completing this form. Please now return it to Mark Williams, our quality partner, in the self-addressed envelope enclosed.

Client Reference	J.	
Were you happy with the legal advic you received?	e Very Lappy	
Were your telephone calls to the office answered promptly?	yes very helpful	
Did the person dealing with your case phone you back promptly if you left a message?	yes	
If you visited our offices, did you form a good impression of them?		
Was the work we did for you value for money?	yes	
Were you happy with the way in which your case was dealt with?	Heo	
Would you use again, or recommend us to your friends and family? If not, please tell us why.	yes and would	
Please tell us about anything else you would like us to know about.		

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Client Reference	
Were you happy with the legal advice you received?	VES
Were your telephone calls to the office answered promptly?	YES
Did the person dealing with your case phone you back promptly if you left a message?	YES
If you visited our offices, did you form a good impression of them?	YES
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	YES
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YES
Please tell us about anything else you would like us to know about.	1 HAVE USED CILEGES POR DESCONANT + SUSENESS SITUATIONS & LILL CONTINUE TO DO SO.

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Client Reference	
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If you visited our offices, did you form a good impression of them?	N/A
Was the work we did for you value for money?	YES
Were you happy with the way in which your case was dealt with?	4E5
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Please tell us about anything else you would like us to know about.	Greekense comme care

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Client Reference	ZZJUN 2000
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Were your telephone calls to the office answered promptly?	48
Did the person dealing with your case phone you back promptly if you left a message?	YE3
If you visited our offices, did you form a good impression of them?	45
Was the work we did for you value for money?	YE
Were you happy with the way in which your case was dealt with?	48 - OPEN AND CONSMICTIVE MOVICE
Would you use again, or recommend us to your friends and family? If not, please tell us why.	YET - EXCOURT JORNE
Please tell us about anything else you would like us to know about.	

	Client Reference	Commence de Commen
	Were you happy with the legal adv you received?	Voy Maggy
	Were your telephone calls to the office answered promptly?	Yes
	Did the person dealing with your cas phone you back promptly if you left a message?	se Yes
The second of th	If you visited our offices, did you forn a good impression of them?	N/A
	Was the work we did for you value for noney?	VE)
V	Vere you happy with the way in hich your case was dealt with?	yes
us	ould you use again, or recommend to your friends and family? If not, ease tell us why.	YES
	ease tell us about anything else I would like us to know about.	

Client Reference	BUR631
Were you happy with the legal advice you received?	Very much 50
Were your telephone calls to the office answered promptly?	Yes
Did the person dealing with your case phone you back promptly if you left a message?	Yes
If you visited our offices, did you form a good impression of them?	Very good
Was the work we did for you value for money?	Jes
Were you happy with the way in which your case was dealt with?	Yes 1st class
Would you use again, or recommend us to your friends and family? If not, please tell us why.	I would definall as recommended cour company and will use you again I needs be
Please tell us about anything else vou would like us to know about.	Bed firm of solicilous I love and dooling with That you