

### CLIENT SURVEY FORM

Please state your name here:..... [REDACTED] ..... File Reference: MKW/HEB / DOBT /

1. If you visited our offices, what did you think of our reception area?	Poor	Fair	<input checked="" type="radio"/> Good	Excellent	N/A
2. What did you think of the greeting you received?	Poor	Fair	<input checked="" type="radio"/> Good	Excellent	N/A
3. What did you think of the rest of our offices?	Poor	Fair	<input type="radio"/> Good	Excellent	<input checked="" type="radio"/> N/A
4. What did you think of the personal manner of the adviser who you had most dealings with?	Poor	<del><input type="radio"/> Fair</del>	<input checked="" type="radio"/> Good	Excellent	N/A
5. What did you think of the personal manner of our other members of our staff?	Poor	Fair	<input checked="" type="radio"/> Good	Excellent	N/A
6. What did you think of the quality of our telephone communication with you?	Poor	<input checked="" type="radio"/> Fair	<input type="radio"/> Good	Excellent	N/A
7. What did you think of the quality of our letter or e-mail communication with you?	Poor	Fair	<input type="radio"/> Good	Excellent	<input checked="" type="radio"/> N/A
8. What did you think of our understanding and commitment to the action that we took on your behalf?	Poor	Fair	<input type="radio"/> Good	<input checked="" type="radio"/> Excellent	N/A
9. If you have visited our website <a href="http://www.cleggssolicitors.com">www.cleggssolicitors.com</a> what did you think of it?	Poor	Fair	<input type="radio"/> Good	Excellent	<input checked="" type="radio"/> N/A
10. Are you likely to recommend us to other people you know?	<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Undecided		
11. Do you know about the other services we can provide for you and your business?	<input checked="" type="radio"/> Yes	No-please send me more details on <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input type="checkbox"/> wills and probate <input type="checkbox"/> business affairs			

If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

Thank you for taking the time and trouble to complete this survey. Please now return it to us in the stamped addressed envelope enclosed. We take your comments very seriously and they are extremely valuable to us in assessing the quality of our services and helping us to improve them.

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SVR MILS31

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If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

*As ever, we were extremely pleased with the service we received from all Cleggs' staff.  
 thanks for all your help, 89.*

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**CLIENT SURVEY FORM**

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*NONE*

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CLIENT SURVEY FORM

RECEIVED  
04 APR 2008

Please state your name here: [REDACTED]

1. If you visited our offices, what did you think of our reception area?	Poor	Fair	Good	Excellent	N/A
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Great service from Sarah Rutherford - worked quickly to get mortgage completed

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NF

CLIENT SURVEY FORM

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1. If you visited our offices, what did you think of our reception area?	Poor	Fair	Good	Excellent ✓	N/A
2. What did you think of the greeting you received?	Poor	Fair	Good	Excellent ✓	N/A
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4. What did you think of the personal manner of the adviser who you had most dealings with?	Poor	Fair	Good	Excellent ✓	N/A
5. What did you think of the personal manner of our other members of our staff?	Poor	Fair	Good	Excellent ✓	N/A
6. What did you think of the quality of our telephone communication with you?	Poor	Fair	Good	Excellent ✓	N/A
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9. If you have visited our website www.cleggssolicitors.com what did you think of it?	Poor	Fair	Good	Excellent ✓	N/A ✓
10. Are you likely to recommend us to other people you know?	Yes ✓	No	Undecided		
11. Do you know about the other services we can provide for you and your business?	Yes ✓	No-please send me more details on <input type="checkbox"/> personal injury claims <input type="checkbox"/> litigation <input type="checkbox"/> residential conveyancing <input checked="" type="checkbox"/> wills and probate <input type="checkbox"/> business affairs			

If you have any comments about any aspect of the service we provided to you, please add them here (please use the other side if you need more space).

*The service that we received from Nicky was flawless and we would not hesitate to come to her again and definitely recommend her and Cleggs to anyone.*

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RECEIVED  
27 MAR 2008

NY

CLIENT SURVEY FORM

RECEIVED  
28 MAR 2008

Please state your name here: [REDACTED]

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WE HAVE USED A NUMBER OF SOLICITORS IN THE PAST BUT NONE MET WITH THE QUALITY OF SERVICE WE RECEIVED FROM NICKY

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*I can recommend your service to anyone. The perseverance of Sara in a always polite manner to achieve completion of our purchase on time, was excellent*

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