

# R T WATERS LIMITED

## Insurance Brokers

### R T Waters Limited – Customer Feedback Survey

1. Did all staff dealing with your insurance affairs appear competent?

Yes

No

2. Did we accurately identify your insurance demands and needs? Were those demands and needs always paramount?

Yes

No

3. Did you feel that we or your insurers took advantage of you in any way?

Yes

No

4. Were you provided with suitable advice? Did that advice take full account of your circumstances?

Yes

No

5. Did we deal with insurance matters quickly, professionally and within agreed time scales?

Yes

No

6. Has the service been as you were led to expect?

Yes

No

7. Were you provided with clear information about the insurance products offered?

Yes

No

8. Were you provided with clear advice and recommendations upon receipt of the insurance quotations?

Yes

No

9. Were our staff polite, courteous and professional at all times?

Yes

No

10. Do you have any observations about the service provided?

Yes

No

11. Were you satisfied with the overall service you received and would you recommend us to other firms?

Yes

No

Please provide your contact details below:

Contact Name:

Business Name (if applicable):

Contact Telephone No:

Contact Email:

Confirm Email:

Please tick this box if you're happy for us to use your comments in our marketing material: