

- (a) Please rate the level of service you received: Poor / Average / Above Average / Exceeded Expectations
- (b) Were you happy with the lending institution recommended by Intelligent Finance? 1 2 3 4 5 (1 = Poor, 5 = Satisfied)
- (c) Please rate the product knowledge that Intelligent Finance had of the lender chosen: Poor / Average / Above Average / Exceeded Expectations
- (d) Would you recommend Intelligent Finance? Yes / No / Undecided
- (e) Do you have any suggestions, which may improve our service and the way we do business?

Get the banks to lift their 'game' a bit. That's a big ask but probably the only service issue was the bank

- (f) To assist us in communicating to potential new clients, could you write a few points indicating what made Intelligent Finance unique compared to other companies you have dealt with before?
- * I.F. was always available for a conversation
 - * Service felt very personalised
 - * Went out of your way to help correct a bank error.
- (g) Are you happy for us to include your responses in marketing materials to promote Intelligent Finance? (Names will always be omitted) Yes/ No *If no, we will limit the use of this information to training purposes.

PLEASE FAX BACK TO (02) 9365 2790 OR POST THIS PAGE IN THE ATTACHED STAMPED SELF ADDRESSED ENVELOPE.