

Treating customers fairly survey

Mint promise to you is that we will always treat you fairly. You can expect in all our dealings with you that we will:

- treat you as we would expect to be treated
- never take advantage of you
- be open and honest
- quickly put right any mistake that we make

Are we keeping our promise? Please take a few moments to let us know how we're doing. Please rate each of the following against a scale where:

5= Strongly Agree 4= Agree 3= Partially Agree 2= Disagree 1= Strongly Disagree

		Rating	Additional comments
1.	My adviser took the time to understand my circumstances and my financial needs		
2.	The advice my adviser gave me was clear and easy to understand		
3.	The product or service my adviser recommended met my needs		
4.	The written information I received from my adviser was clear and easy to follow		
5.	My adviser explained the cost of the advice to me		
6.	My adviser was easy to contact and available to help me with queries when required		
7.	My adviser treated me in a friendly, courteous and helpful manner		
8.	My adviser contacts me on a regular basis in line with my expectations based on our agreement to review my needs		
9.	I would recommend my adviser to a friend		
10.	My adviser kept the Mint Customer Promise in all dealings with me		

Thank you for completing this survey.

Name _____ Adviser's name _____

Signed _____ Date _____