

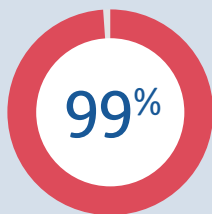
2017 client satisfaction survey results



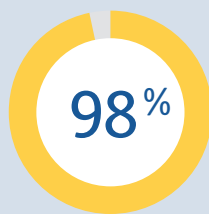
Delivering outstanding client service is at the heart of everything we do, which is why our annual client satisfaction survey and its findings are of great importance to us. Client feedback helps us to continuously improve and strive to be the best we can be which is one of our core values.

Our results are shown below:

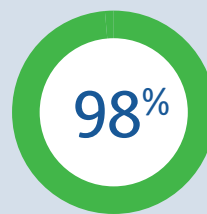
Relationship with client Have we...



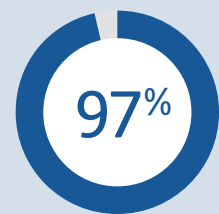
Been professional in all our dealings?



Delivered what was promised?



Developed a good relationship with you?



Provided clear advice?

Overall how satisfied are you that Moore and Smalley?

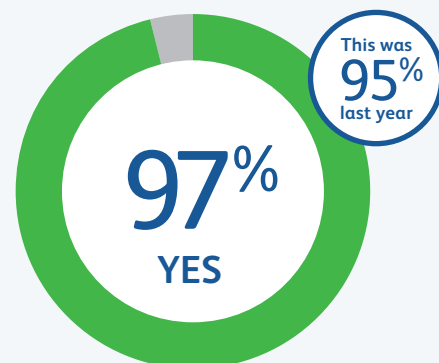
Understand clients and their business
(Average scores out of 5)

KEY

- 5. Completely
- 4. Very well
- 2. Not very well
- 3. Fairly well
- 1. Not at all
- 0. N/A



Would you confidently recommend us to your contacts?



Chartered accountants & business advisers

www.mooreandsmalley.co.uk

Offices in: Preston, Blackpool, East Midlands, Kendal, Kirkby Lonsdale, Lancaster, Liverpool, Manchester and Southport

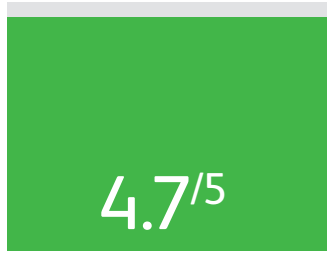
Join our conversation @MooreandSmalley

Communication

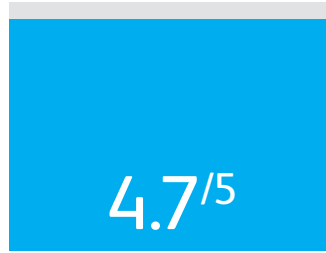
In terms of the way we communicate with you, do we...

KEY

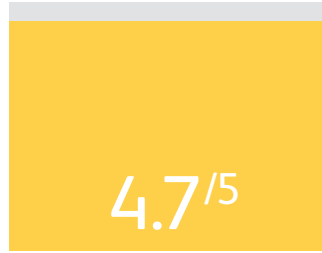
5. Always	2. Rarely
4. Often	1. Never
3. Sometimes	0. N/A



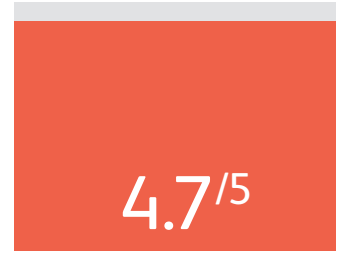
Communicate effectively with staff at all levels?



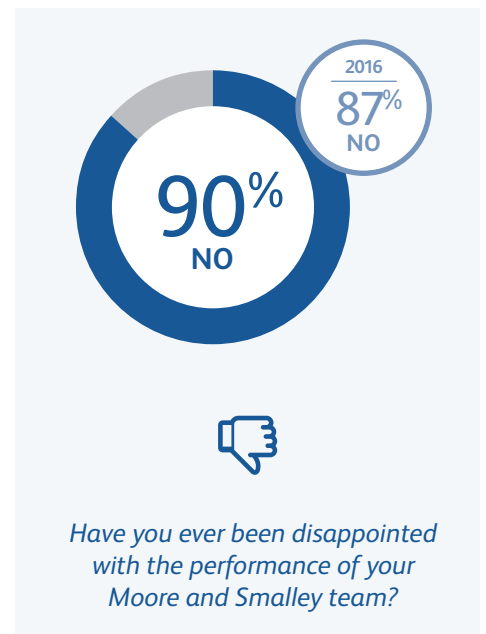
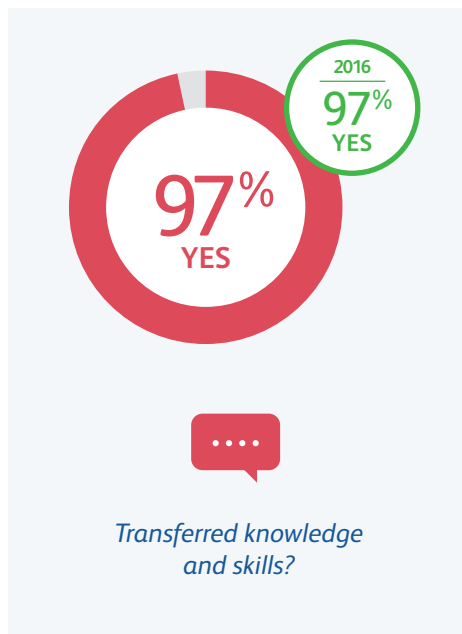
Instil confidence in your management?



Keep you informed?



Provide you with relevant information?



What is the strongest aspect of our service?

Reliability Relationship management **PROACTIVE**
PERSONAL SERVICE Responsiveness **Speed of service**
Friendly Knowledge & experience Efficient & tailored services
Communication **PERSONAL TOUCH** Sector specialism
Trustworthy & honest **Professional & Courteous**

Chartered accountants & business advisers

www.mooreandsmalley.co.uk

Offices in: Preston, Blackpool, East Midlands, Kendal, Kirkby Lonsdale, Lancaster, Liverpool, Manchester and Southport

Join our conversation @MooreandSmalley

Moore&Smalley
Trusted Thinking