

Client Feedback Form

Your information and comments would be appreciated. Please complete this form and return it by FAX to 02 9959 3642

1 What aspect of FWA Eagar&Co's service do you most appreciate?

2 What aspect of FWA Eagar&Co's service needs improvement?

3 Would you recommend FWA Eagar&Co to a friend or family member? Yes No

If no, why not? _____

4 How did you originally find out about FWA Eagar&Co?

Through a friend/contact
 Website
 White pages
 Other, please specify: _____

5 How long have you been a client of FWA Eagar&Co?

Less than 1 year
 1 - 5 years
 5 - 20 years
 20 years or more, please indicate no. of years _____

6 How satisfied are you with the most recent job FWA Eagar&Co completed for you?

Please indicate by ranking each area of work.

1 = Highly Dissatisfied 2=Dissatisfied 3=Satisfied 4=Highly Satisfied 5= Exceeded Expectations

6.1	Communications of staff with you during the job	1	2	3	4	5
6.2	Access to staff during your job	1	2	3	4	5
6.3	Friendliness/rapport with staff	1	2	3	4	5
6.4	Technical expertise of staff	1	2	3	4	5
6.5	Interest and understanding of your business	1	2	3	4	5
6.6	Advice and recommendations provided	1	2	3	4	5
6.7	Completion of work on time	1	2	3	4	5
6.8	Completion of work to your requirements	1	2	3	4	5
6.9	Amount of fees invoiced for your work	1	2	3	4	5
6.10	Your accountant's overall performance	1	2	3	4	5

7 Additional Services

7.1 Are you aware that FWA Eagar&Co publishes a monthly newsletter called Eagar Extra?

7.2 If yes, do you read the newsletter? Yes No

7.3 What topic would be of interest to you for a seminar in the future? _____

7.4 Are you aware the FWA Eagar&Co is associated with Browne&Co in North Sydney?

7.5 If the firms were to combine could you suggest a new name? _____

7.6 Have you visited the FWA Eagar&Co website www.eagar.com.au? Yes No

7.7 Would you make use of a credit card facility for paying your fees? Yes No

7.8 Are you interested in the advice of a Financial Planner for your investments? Yes No



Thank you for completing this form.