

The Sentry Advice Client Satisfaction Survey 2018



In March 2018, we emailed our clients asking to anonymously take part in our first annual client satisfaction survey. The aim was to find out what we are doing well and what we can improve on. Believing in complete transparency we have published the results in this guide.

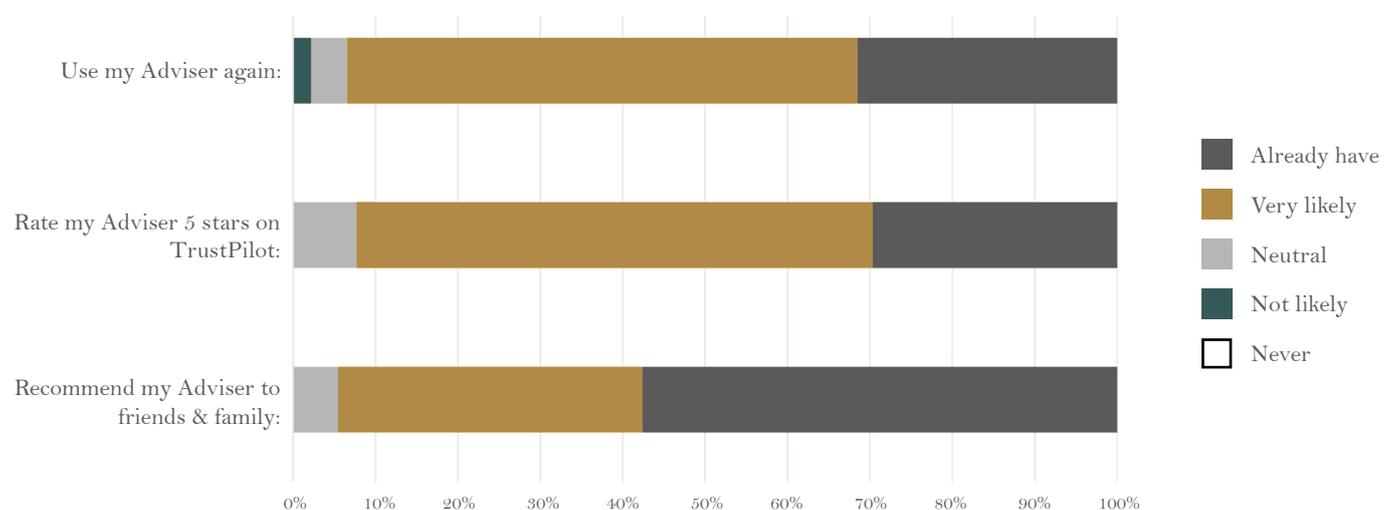
Question: Which financial products did you proceed with?



Top 5 services used:

- 65.59% Residential Mortgages
- 17.26% Insurance & Protections
- 13.98% Will Writing & Estate Planning
- 9.68% Buy-to-let Mortgages
- 4.30% Secured Loans & Bridging Loans

Question: How likely are you to do the following...?

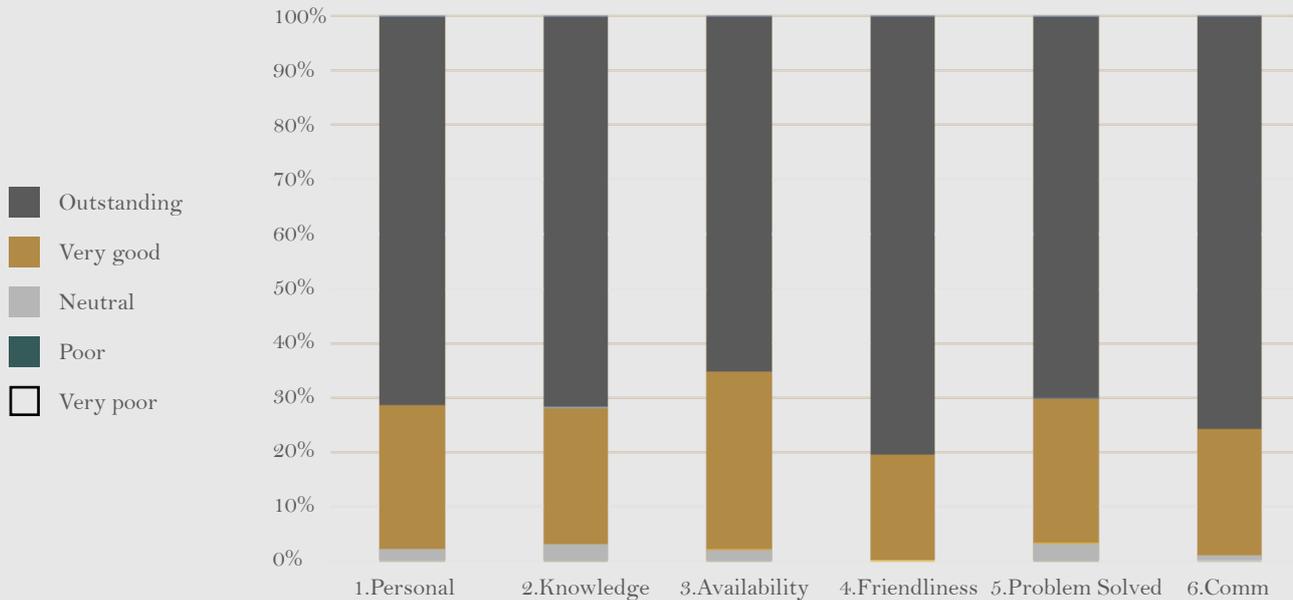


92.47% of clients said that they would be 'very likely' to or 'already have' used their Adviser again.

90.32% of clients said that they would be 'very likely' to or 'already have' rated their Adviser 5 stars on TrustPilot.

93.55% of clients said they would be 'very likely' to or 'already have' recommended their Adviser to family & friends.

Question: How would you rate your Adviser in the following areas?



% of clients ranked their adviser ‘very good’ or ‘outstanding’:

- 1. Took time to learn about me and my situation: 95.70%
- 2. Knowledge of products advised on: 96.74%
- 3. Availability and returned calls: 97.83%
- 4. Was friendly and approachable: 100%
- 5. Dealt with issues well and solved problems: 94.57%
- 6. Communicated well and in plain English: 98.90%



Contact

Please feel free to call **08442 643 575** to speak to a qualified Adviser.

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Review

“Absolutely amazing service!

These guys know their stuff and if it wasn’t for them, I certainly would not be purchasing my first buy-to-let! Purchasing the property through a well known estate agent and their in-house Mortgage Advisor assured me that no lender would lend as a buy-to-let mortgage - well he was wrong!

Tom and the guys found numerous lenders. Amazing service, extensive knowledge, along with a state of the art high street office with a friendly warm welcome, for any buyer out there, you have to speak to Sentry Advice. They are now in the process of writing my will at a brilliant price. Could not recommend them enough!”



As a mortgage is secured against your home or property, it could be repossessed if you do not keep up the mortgage repayments.

Statistics based on 95 anonymous client survey results received on 01/03/2018.

