

## Annual Results for January – December 2008

<b>Survey Stats 2008 -</b>		<b>Customers Surveyed: 747</b>	
<b>Q1 "How polite was the advisor you spoke to today?"</b>		<b>Total</b>	<b>%</b>
1 - Not Very Polite		4	0.5
2		2	0.3
3		3	0.4
4		32	4.3
5 - Very Polite		706	94.5
<b>Q2 "Was your enquiry fully resolved?"</b>		<b>Total</b>	<b>%</b>
1 - No help received		6	0.8
2		7	0.9
3		29	3.9
4		55	7.4
5 - Fully resolved		649	87.0
<b>Q3 "Overall, how would you rate the service you received today?"</b>		<b>Total</b>	<b>%</b>
1 - Poor		1	0.1
2		5	0.7
3		12	1.6
4		51	6.9
5 - Excellent		674	90.7