



## SWW Customer Satisfaction Survey

In order to ensure that the service offered by members of The Society of Will Writers is maintained at the highest possible standard we would be grateful if you would complete the following assessment of the Member and the Will writing service they carried out. Information provided will be treated in the strictest confidence and used only to monitor and enhance the service provided.

Member's Name:

(Please tick)	Poor	Satisfactory	Good	Very Good	Excellent
Overall Professionalism of Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After Sales Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction with the Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Comments:

(Please tick)	Yes	No	Not Sure
Were you supplied with a full breakdown of fees and charges prior to instructing the Member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you asked to provide evidence of your identification?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you provided with a copy of the Member's Terms of Business?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you provided with a full explanation of the services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were your documents received within the agreed time frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Were you offered an attestation service?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Your Details

Name:

Address:

Telephone No.:

(please leave your details blank if you would like to remain anonymous)

When this form is complete please return it to The Society of Will Writers head office by post or email.

The Society of Will Writers, Chancery House, Whisby Way, Lincoln, LN6 3LQ | [info@willwriters.com](mailto:info@willwriters.com)