

Client Questionnaire

LONSDALE
Wealth Management

We have developed long term partnerships with many of our wealth management and employee benefit clients because we deliver appropriate financial advice to meet their individual needs and requirements.

If you have received financial advice from a Lonsdale Wealth Management Financial Adviser we would like to hear from you. Please complete our questionnaire and email it to your Financial Adviser or our Client Services department at clientservice@lonsdaleservices.co.uk.

Client Questionnaire

	<i>Strongly Agree</i>	<i>Agree</i>	<i>Disagree</i>	<i>Strongly Disagree</i>
1. The level and type of service I receive is what I was led to believe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I understand what I am being charged for, in relation to 'advice' and /or 'service' being offered by the firm.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Based on the level of service I have received from my adviser, I am happy to recommend him/her in the future to someone I know.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I feel that my adviser listens and is fully aware of my financial needs /objectives before making any recommendation(s).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My adviser explains any recommendation(s) in a manner that I can easily understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. My adviser always provides me with sufficient information and /or documentation in order that I can make a fully informed decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. My adviser does not pressurise me into accepting any recommendation(s) made.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. My adviser records my needs / objectives during the meetings we have.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The written report(s) / letter (s) I receive are:				
9. Easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Confirms what was actually discussed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Free of any jargon.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Invites me to contact my adviser should I be unclear on any issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. My adviser verbally discusses the contents of any product literature issued to me, as opposed to just leaving it for me to read.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue to the next page.

Additional Comments:

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Name of Customer:

Signature:

Date:

Thank you for your time in filling in and returning this important feedback that allows us to ensure we continue to provide a quality service that matches your expectations. Where appropriate, your feedback will lead to changes.

If you would like to speak to someone about this questionnaire, please call or email the Compliance Officer – Simon Hawker on 01727 845500, shawker@lonsdaleservices.co.uk or Steve Cook – Director on 01727 845500, scook@lonsdaleservices.co.uk.

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