

Client experience survey

Thank you for taking a few moments to share your feedback. We appreciate the trust you place in our team and recognize that you have a choice in who you work with for your financial needs.

Our goal is to treat every client like family and provide thoughtful service, care, and guidance. Your feedback helps us understand what we are doing well and where we can improve for you and your family.

CLIENT NAME

DATE

Choose one response for each item. Comments are optional.

01 Please rate your experience with your financial advisor and investment team.

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

02 Understands my financial goals and needs

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

03 Provides information that can help me reach my goals

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

04 Makes me feel that they understand my comfort level with risk

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

05 Responsive and available when needed

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

Service & communication

Continue with questions 6-10. Choose one response for each item. Comments are optional.

CLIENT NAME

DATE

YOUR EXPERIENCE, CONTINUED

06 Proactively communicates information important to me

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

07 Provides an effective structure and process for us to work together toward our goals

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

08 Makes me feel that I have a strategy designed for challenging times

☐ Needs Work

☐ Satisfied

☐ Exceeds Expectations

If applicable, how can we improve your experience in this area?

09 When you contact us with a question, how quickly do you typically receive a response?

☐ Same Business Day

☐ Next Business Day

☐ More than 2 Days

If applicable, how can we improve your experience in this area?

10 Do you understand the fees you pay and how they relate to your financial goals and the services you receive?

☐ Yes

☐ No

☐ Don't Know

If applicable, how can we improve your experience in this area?