CRITIQUE
Private Clients

Feedback Survey & Review: May 2009

Client Name: [redacted]

The aim of this survey is for Critique to have a better grasp of how our clients perceive our service and what areas can be improved and refined. There is no right or wrong answer. We are open to your comments regardless of whether they are glowing or critical. Our goal is to use the information you provide to create a structured advice model which can best serve the needs of our clients and continue to add even more value over time.

Please printout this letter and either fax the completed form to us (02) 9436 0299 or via email to robert@critique.net.au. If you have any questions please don't hesitate to contact Jason or myself on (02) 9436 0099.

1. Did Critique handle your initial enquiry effectively and efficiently?

Yes

2. Has our ongoing service been in line with your expectations? How would you rate our accessibility and promptness?

Service has exceeded my expectations.
Rating = Excellent

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3. Are you confident that as a result of the advice you will successfully achieve the goals and objectives described in your Statement of Advice? Would you be comfortable with further analysis in this area? Have your goals and objectives changed significantly since we created your financial strategy? NO

4. Do you feel you have been informed of the developments in financial markets and legislative changes since becoming a client of Critique? What areas have you gained a greater depth of knowledge (eg. advantages of diversification, the importance of risk protection, gearing and tax effective strategies, superannuation as a vehicle for retirement)? Are you still unsure of any areas of your financial life? NO

Have improved overall general knowledge of financial market & products.

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5. Is the current financial market uncertainty a trigger for you to review your financial situation? Would you see this as an opportunity to be taken advantage of? Yes. Unfortunately we have no capital to act with at this present time.

6. Would you recommend Critique to your family, friends or colleagues? If so, what elements of our service led your to this path? If not, what do we need to improve and change your mind?

Yes.
Critique gets to understand its clients & gives appropriate advice to suit the client, no matter who the clients are.

Warm Regards,

Jason Abrahams & Robert Wolski
Critique Private Clients

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