

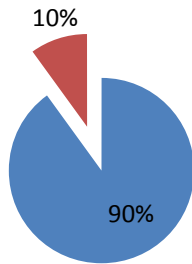
Commercial & Agricultural Customer Satisfaction Surveys

As a firm we strive to maintain and improve upon our service standards. Part of this process involves the use of Customer Satisfaction Surveys.

Here are the results of the last 12 months, compiled from clients across the whole range of our services (August 2010).

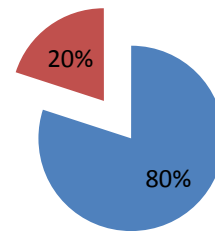
In general the service I received from Commercial & Agricultural was:

■ Excellent ■ Good ■ Fair ■ Poor



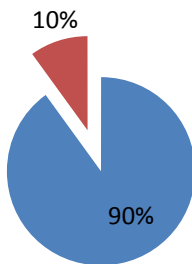
The product supplied was suitable for my needs and requirements:

■ Excellent ■ Good ■ Fair ■ Poor



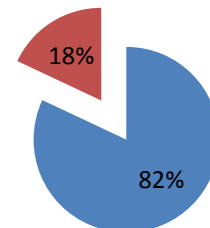
The verbal information provided by the Adviser was:

■ Excellent ■ Good ■ Fair ■ Poor



The clarity of the written information provided by the Adviser was:

■ Excellent ■ Good ■ Fair ■ Poor



The way in which I was treated by the Adviser and other staff was:

■ Excellent ■ Good ■ Fair ■ Poor

