



# Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

## CUSTOMER SURVEY

Please rate the following points from 0 to 10 where 10 is best

How clearly did we present the services we offer?	10
Do we answer calls promptly and efficiently?	9
Do we get back to you when promised?	10
Do we make things easy to understand?	10
Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time with you finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	9
Do we present ourselves in an open and honest way?	9
Are our fees in accordance with your expectations?	10
What overall score do you think we deserve?	9

If there is any issue you feel you do not understand or require further clarification on, or wish to make any other comment, please let us know below. Although there is no obligation to put your name on the questionnaire, please bear in mind that we are unable to provide an individual response if you do not.

### Comments

Name (optional):

ds

22 JUN 2018



20 JUN 2018

# Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

## CUSTOMER SURVEY

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Are our fees in accordance with your expectations?	9
What overall score do you think we deserve?	10

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### Comments

THE ADMIN OF TRANSFERRING PENSIONS & SAVINGS WENT SMOOTHLY, BUT THAT IS ONLY A SMALL PART OF WHAT I AM PAYING FOR. JUST ABOUT TO START DRAWING FROM 'THE PLAN' SO TOO EARLY TO TELL IF THE FINANCIAL ADVICE IS GOOD. ASK AGAIN IN 3-5 YEARS TIME

Name (optional) \_\_\_\_\_ 17 JUNE 2018 gs

98 Ock Street • Abingdon • Oxon • OX14 5DH

Tel: (01235) 522003 • Fax: (01235) 527291 • email: enquiries@tacfs.co.uk • www.tacfs.co.uk

Partners: G.L. Harper, DipFA MIFS J.R. Berry, DipFA MIFS

Thomas & Co Financial Services is authorised and regulated by the Financial Conduct Authority.



19 JUN 2018

# Thomas & Co Financial Services

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What overall score do you think we deserve?	10

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### Comments

Name (optional) \_\_\_\_\_

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How clearly did we present the services we offer?	9
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Do we process your business quickly and efficiently?	9
Do we keep you informed?	9
Do we spend enough time with you finding out about your needs?	9
Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Are our fees in accordance with your expectations?	Yes
What overall score do you think we deserve?	10

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### Comments

I would recommend Thomas & Co Financial Services as I found you to be very professional, reliable & confident in the service you offered me and explained things thoroughly to a complete novice like myself.

Thank you

Name (optional) \_\_\_\_\_

ds

26 FEB 2018



# Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

## CUSTOMER SURVEY

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Do we spend enough time explaining how things work and the risks involved?	10
Do we present ourselves in an open and honest way?	10
Are our fees in accordance with your expectations?	10
What overall score do you think we deserve?	10

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**Comments**

VERY HAPPY WITH DEALING WITH  
MR. BERRY.  
THANKYOU.

Name (optional) \_\_\_\_\_

jrb

13 FEB 2018



# Thomas & Co Financial Services

INDEPENDENT FINANCIAL ADVISERS

## CUSTOMER SURVEY

Please rate the following points from 0 to 10 where 10 is best

How clearly did we present the services we offer?	8
Do we answer calls promptly and efficiently?	8
Do we get back to you when promised?	7
Do we make things easy to understand?	8
Do we process your business quickly and efficiently?	8
Do we keep you informed?	6
Do we spend enough time with you finding out about your needs?	8
Do we spend enough time explaining how things work and the risks involved?	8
Do we present ourselves in an open and honest way?	8
Are our fees in accordance with your expectations?	8
What overall score do you think we deserve?	8

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**Comments** I had my original meeting with Martin Harding. It was disappointing that I was not informed of my new contact when he left. I am still waiting to discover what amounts I will be receiving on a monthly basis

pto

Name (optional)

ds

12 FEB 2018

but have been told this should be rectified on the 10<sup>th</sup> of each month which will be tomorrow. I am not happy it has taken so long as I need to know my monthly income.

No pre paid envelope was enclosed.



## Thomas & Co Financial Services

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14 February 2018

You recently responded to a customer survey which was received by us on February 12th and I thank you for taking the time to let us know your views.

I was concerned to see that your experience with us has not been as good as I would like it to be and I have reviewed your file to see where we have gone wrong.

From our records, it seems that my colleague, Graeme Harper, sent you a letter (copy enclosed), informing you that Martin Harding was leaving and that Dan Smith would be taking over Martin's responsibilities. I can only assume that you did not receive the letter, which would account for your disappointment. As you can imagine, there were a considerable number of letters sent out informing clients of the change and as we have had no other reports of the letter not being received, I can only consider this to be an isolated incident.

Concerning the problems with accounting for your income payments, I can tell you that Fidelity Funds Network has been making significant changes to the way that income payments are made. Payments will now be bundled together meaning that you will get two total payments each month ( one for ISA and one for General Account), rather than a number of smaller payments scattered throughout the month. I am happy that this is a change for the better, but unfortunately the changes have coincided with your recent investment and have caused you a problem. I can only apologise for this and ask for your forbearance whilst the new system settles down. I know that Dan Smith has been monitoring the situation and I have asked him to keep me informed.

Failing to send you a pre paid envelope was a clumsy mistake for which there is no excuse and I apologise most sincerely.

I hope that I have fully dealt with the matters which have caused you concern and I would be delighted to hear from you if I can be of further assistance.

Yours sincerely



Joe Berry, DipFA, MIFS  
Managing partner

98 Ock Street - Abingdon - Oxon - OX14 5DH

Tel: (01235) 522003 - Fax: (01235) 527291 - email: enquiries@tacfs.co.uk - www.tacfs.co.uk

Partners: G.L. Harper, DipFA MIFS J.R. Berry, DipFA MIFS





**Thomas & Co Financial Services**  
INDEPENDENT FINANCIAL ADVISERS

14 September 2017

**Changes at Thomas & Co Financial Services**

With effect from 1<sup>st</sup> October 2017 Martin Harding will be leaving Thomas & Co Financial Services to take up a new position and I want to tell you about changes we will be making to ensure that the standard of service you receive from us will not be compromised.

With immediate effect, my colleague Dan Smith will be taking over Martin's responsibilities. Dan has been with us for over five years and has the requisite professional qualifications and experience to provide you with the highest standards of financial advice. Moreover, Dan is fully conversant with the delivery of our service standards which are fundamental to our relationship with you.

Dan will now become your immediate point of contact and will work closely with me to ensure that the level of service you receive will not be affected in any way.

You will be contacted by Dan when your annual review is due but in the meantime, please feel free to contact him if you need advice or assistance. If you wish to discuss these changes with me, please feel free to call as I will be delighted to hear from you.

With best wishes

Graeme Harper DipFA CeLTCI MLIBF  
Partner  
e-mail: glh@tacfs.co.uk



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Do we present ourselves in an open and honest way?	10
Are our fees in accordance with your expectations?	10
What overall score do you think we deserve?	100

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<b>Comments</b>
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Name (optional) \_\_\_\_\_

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