

January 2014

Dear Member,

ANNUAL SURVEY REPORTS 2013

Please find enclosed your survey reports for the year 2013.

The first survey is the percentage score customers gave your company in answer to the following questions.

1. Were the company staff courteous and professional?
2. Would you recommend the company to others?
3. Were the company's undertakings fulfilled?
4. Was the installation work carried out efficiently?

The second survey is the annual pie chart showing percentage scores for the overall performance of the company.

Both you and your staff should be congratulated on achieving another successful year of quality installations, and we are sure that you will continue to offer the same high quality of product and service for many years to come.

Yours sincerely



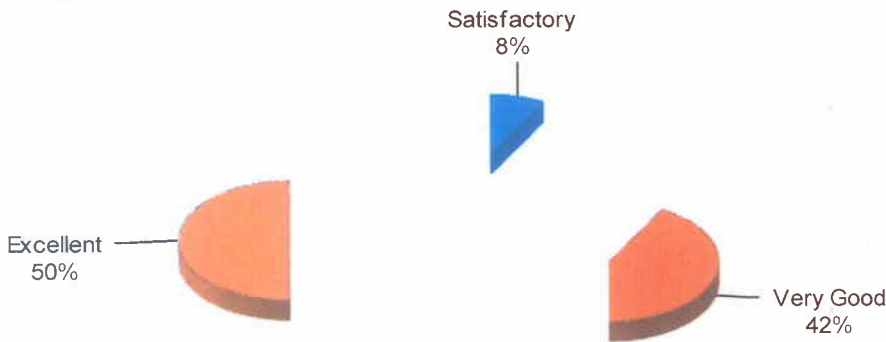
Administration Department
For and on behalf of
CONSUMER PROTECTION ASSOCIATION

Consumer Feedback Report



Surrey County Windows Ltd

Survey Results 01/01/2013 to 31/12/2013 Inclusive



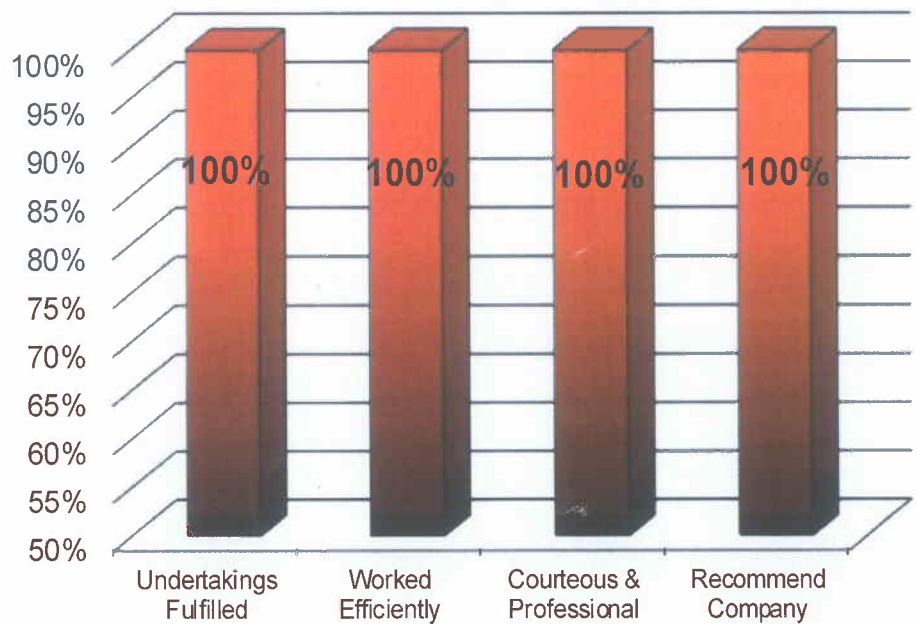
The Consumer Protection Association believes that it is vital to evaluate both the professionalism and quality of every member's work and the most effective means of establishing this is by asking their customers what they thought.

The chart to the left displays the scores customers awarded the company in respect of their overall performance. These scores are supplied by all customers when they apply for their Insurance Backed Guarantee upon completion of their home improvements.

We also ask customers to appraise how they found their dealing with the member with regards to specific issues. The analysis of the survey is contained in the graph to the right.

The purpose of the survey is to assist our members in maintaining and where possible, improving their standards of professionalism, quality and service.

Customer confidentiality has been respected throughout.



Consumer Protection Association

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