

The results are in...

Thank you to everybody who participated in our 2021 client survey. We are delighted at the response and always grateful to receive your feedback.

87% of respondents said that DBL made them feel **liberated/secure**

We asked you to give us a star rating on a variety of factors of our service. We are delighted to report that we scored an average of five stars in every single category!

Knowledge and expertise		4.6
Responding to queries		4.6
Understanding your needs		4.6
Helping you achieve your financial goals		4.6
Keeping you up to date		4.6
Adaptability to your changing circumstances		4.4
Introducing new technology		4.3
Communicating through times of uncertainty		4.6

93% of respondents said that DBL maintained a high level of service during the coronavirus pandemic.



We asked you which words you thought best reflected your experience with DBL

Professional Efficient
Personal **Friendly** Caring
Trustworthy Helpful

We also love to hear your thoughts and comments, here is a small selection of some of what you had to say.

“We have been dealing with DBL in excess of 20 years and that speaks for itself, and would happily recommend people to have absolute confidence in the company.”

“Happy with the service. Much more efficient and personal than previous experience of financial planners.”

“We think you all do a brilliant job! Can’t think of anything that you can improve on, we appreciate all you do for us. Thank you”

Where we go from here...

While it is always a benefit to hear kind words from our clients, the motivation for our surveys is to determine where we can improve.

Our thanks go out to every single person who provided us with their feedback. We take each and every opinion seriously and your responses show that there is a particular focus of importance for our clients on pensions. Financial plans for future generations and inheritance planning are also a priority for many.

a: 14 Kennerley’s Lane, Wilmslow, Cheshire, SK9 5EQ
t: 01625 529 499 **e:** enquiries@dbl-am.com **www.dbl-am.com**