

The results are in...

We asked you what you want to see from us in the future - and many of you responded to our call.

We want working with Questa to be easy for you, so it's been really helpful hearing your views on how we can make it even better for you in 2022. 123 of you answered our survey and we're very grateful to you all.

For each survey received, **we donated £10 to The Boathouse Youth** - a local charity working with disadvantaged children and young people across Blackpool. So that **adds up to a staggering £1,230**. We're really happy to support them with their great work, so thank you so much for helping to make that happen.

So what feedback did we receive?



95% feel they can raise any concerns or ask questions at any time



95% believe their financial planner fully understands their financial goals and has their best interests at heart



93% believe their review meeting is valuable



95% said everyone they have dealt with at Questa has been very helpful



93% said Questa made them happy



92% are happy their financial planner keeps them updated with important matters

Of course, it's your words that matter the most, and here is just some of the feedback we received.

"We have dealt with Questa for well over aword to say about Questa and its staff."

"I get a great service from a very professional organisation."

"My finances have improved due to your efforts."

"My financial planner is great at his job!"

"Questa do a very good job - great communications, reassuring, listening, counter challenging and probing. A great service and positive returns too."

"Excellent service from very helpful and knowledgeable staff."

What happens next?

The feedback you've given will make a real difference to how we work with you, so thanks once again for being so open and honest with us. We're also planning another brunch meet in 2022, and getting in touch with those of you who were happy to do video testimonials for us.

We want to make Questa's service the best it can possibly be, and we can only do that if we know what you want, need and expect from us. So thank you very much to all of you.

From all of us here at Questa, we hope you have a lovely Christmas and we're really looking forward to seeing you in 2022.

Happy Christmas!