



# Customer Satisfaction Questionnaire

e: [info@magicfinancegroup.com](mailto:info@magicfinancegroup.com)  
w: [www.magicfinancegroup.com](http://www.magicfinancegroup.com)  
t: 0800 988 0201

Full Name of 1st Applicant:

Full Name of 2nd Applicant:

Full Address of Applicants:

Preferred contact numbers:

What product did you apply for?

- Unsecured Loan
- Debt Management
- Secured Loan

What is your reference number?

When did you make your application?

  D     M     Y

Which member of staff did you make your application with?

Where did you hear about Magic Loans?

Please rate your initial call:

	Very Poor	Poor	Average	Good	Very Good	Excellent
Speed call was answered:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of application:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sales Agent who took your application:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Are you looking to cancel your loan application?

Yes  No

If 'no', can we still look at a product for you?

Yes  No

Have you been offered a loan by one of our lenders?

Yes  No

If 'yes', can you give us your feedback on the offer:

I have taken the loan with the lender:

- I have changed my mind, I no longer require the loan
- I have received my holding fee back
- The APR / The payments were too high
- The loan term too was not suitable
- The amount offered was not suitable

Other Comments:

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If you would like to be considered for a refund of any payments you have paid to us, please complete this section:

What date did you make your payment?

D   M   Y

What type of card did you make the payment with?

What was the name on the card you used?

What are the last 4 digits of the card number?

   

How much did you pay?

£