



We at IOMA, are constantly looking for ways to improve our products and services to better meet the needs of our loyal customers.

One of our ongoing concerns, as we grow and change within the life assurance industry, is your satisfaction with IOMA's people and the services we offer. Your opinion is of significant value to us and will help us continue to provide the high quality service our customers want and deserve.

We would be grateful if you take a few minutes to answer this brief questionnaire. We appreciate your feedback in helping us meet your needs.

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1. Do you find it easy to contact us if you have a question or problem? Yes No

Additional Comments

2. When you contact IOMA, is our staff prompt and courteous in helping you? Yes No

Additional Comments

3. Do you find our staff and other personnel are knowledgeable and helpful? Yes No

Additional Comments

4. Do you use the IOMA website? Yes No

If yes, do you find it provides the information you require? Yes No

Additional Comments

5. Do you currently use the on-line valuation facility? Yes No
- If yes, do you find it provides the information you require? Yes No
- If no, are you interest in using this facility? Yes No

Additional Comments

6. Are you satisfied with the amount of information you receive regarding your policy? Yes No

Additional Comments

7. Do you find your quarterly statement easy to read and understand? Yes No

Additional Comments

8. Do you think that you would invest further funds into your policy in the future? Yes No

Additional Comments

9. Are there any other products and services you would like to see developed by IOMA in the future? Yes No

Additional Comments

10. Do you have a particular query or any issue we can help you with at the moment? Yes No

Additional Comments

11. Would you like a Client Relationship Manager to call and discuss any of the above questions with you? Yes No

Additional Comments

12. On an overall basis, how would you rate IOMA ?

Excellent

Very Good

Average

Below Average

Please let us know if you have any further comments:-

Please fax this form back to us on +44 1624 681390. Thank you for your feedback.

The information you provide will be held in the strictest confidence by IOMA and will not be made available to any third parties.