

Dear Customer,

Thank you for having chosen ACM,

In order to constantly improve the quality of our products and services and offer the best level of service possible we would kindly ask you to respond to the following questions:

## Customer satisfaction survey

### General

1. How happy are you with ACM? 

1	2	3	4	5
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2. What do you NOT like about ACM? \*  
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\_\_\_\_\_
3. How likely would you be to recommend ACM to friends or colleagues? 

1	2	3	4	5
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4. How confident do you feel that you are getting the right product? 

1	2	3	4	5
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5. Is this your first time trading currencies?  
 YES  NO

### Website

6. Do you find ACM's website easy to navigate? 

1	2	3	4	5
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7. Is the information you are looking for on our website?  
 YES  NO
8. What information would you like to see on our website? \*  
\_\_\_\_\_  
\_\_\_\_\_
9. Have you noticed any technical problems with ACM's website?  
 YES  NO

Examples:  
\_\_\_\_\_  
\_\_\_\_\_

### Platform

10. Is our trading platform quick and easy to use? 

1	2	3	4	5
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11. Have you encountered technical difficulty with the platform?  
 YES  NO

### Support

12. Are you happy with ACM's support service? 

1	2	3	4	5
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13. Are your questions answered to your satisfaction? 

1	2	3	4	5
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### Comments

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