



**Advisor
Impact**

CLIENTAUDIT

**Independent Client Satisfaction
Audit And Survey**

In 2008 MDK/Child Financial Advisors engaged the independent survey firm *Advisor Impact* to conduct their first Client Audit. The goal of the survey was to gain a better understanding of client needs and interests and to ensure that the service they were providing was meeting or exceeding expectations.

The summary of the feedback that *Advisor Impact* received from close to one hundred clients was no less than astounding. Clients gave Murray Child and his staff an overall rating of **4.8 out of a possible 5 points** on service and level of satisfaction.

“We are pleased and honoured that our clients gave us a high rating. Our team has worked very hard to deliver that service and those results are extremely gratifying. We wish to extend a sincere thank you to all of our clients for their ongoing support and friendship.”

Murray Child