

Customer Expectations Survey

Have we met your expectations?

At the Transport Friendly Society (TFS) we have been helping people like you for over a century. Although we have been around a long time we are always striving to improve the level of service we provide. To help us do that we would welcome your views and shall be grateful if you will answer the following questions and return your completed form to us.

Question one

Was the Plan you took out what you expected?

Yes

No

Question two

Could you understand the paperwork you were given?

Yes

No

Question three

Have you experienced any problems when dealing with TFS?

Yes

No

If you have answered "No" to questions 1 or 2, have experienced any problems when dealing with TFS or would like to make any other comments about TFS please use the space below.

Name:

Membership No.

Did you know that TFS now offers three different plans?

Please tick below if you would like more information on:

Sickness Benefit Plan Tax-Free Savings Plan Health Cash Plan

Thank you for taking the time and trouble to complete this questionnaire.

Ali Ramezankhani
Chief Executive
Transport Friendly Society Limited

Transport Friendly Society Limited
3rd Floor, Derbyshire House
St Chad's Street
London
WC1H 8AG

T: 020 7833 2616
F: 020 7833 4426
E: info@tfs.uk.com

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