



Cornerstone Consulting Management P/L
We Appreciate your Feedback because
Your Opinion is Worth Everything!

JUSTIN RICKARD & ASSOCIATES

**Attorneys, Solicitors
& Barristers**
Registered Migration
Agent #97-90625

Please take a few moments to give us your feedback so we can improve and deliver the highest quality immigration service to future clients.

Rate the following areas of our service from 1 to 4 (circle your response)	Room to improve	Fair	Good	Excellent
How would you rate our overall service?	1	2	3	☺
Was the service well organised and efficient?	1	2	3	☺
Was the support staff at our office helpful and professional?	1	2	3	☺
Was advice given to you correct and useful?	1	2	3	☺
Did you have suitable opportunities to ask questions?	1	2	3	☺
How well did we fulfill your expectations about the service?	1	2	3	☺
How well did we deliver on promises made about the service?	1	2	3	☺

How would you rate JUSTIN RICKARD as a lawyer and a Migration Agent?	Room to improve	Fair	Good	Excellent ☺
How would you rate the information & advice presented by JUSTIN RICKARD ?	Room to improve	Fair	Good	Excellent ☺

What are the top 3 things (in order of importance) that mattered to you the most when selecting Justin Rickard & Associates to provide a migration service for you?
1. Relevant past experience dealing with a start up company
2. Concise information and plan of attack
3. Good Communication through Visa cycle

What was the MAIN key benefit you received from JUSTIN RICKARD & ASSOCIATES ?	
A close, efficient working relationship.	
Would you use Justin Rickard & Associates again?	YES
Would you be comfortable in recommending Justin Rickard & Associates to others? If so, please fill in next page.	YES
I grant permission for JUSTIN RICKARD & ASSOCIATES To use my comments in future advertising and marketing?	YES
Name Michelle Fozard	Age 32
Date 31 / 01 / 2008	
Occupation Finance Manager	Signed M FOZARD
Please suggest any improvements that can be made to our services:	

Principal: Justin Rickard
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Thank you; please return this questionnaire to our Sydney, Australia office immediately on fax 9981.7766 or by post to PO Box 1791 Dee Why NSW 2099

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