



**Forrester Sylvester Mackett**

SOLICITORS

*What matters to you, matters to us*

# Annual Client Feedback Report



Forrester Sylvester Mackett Solicitors  
June 2019

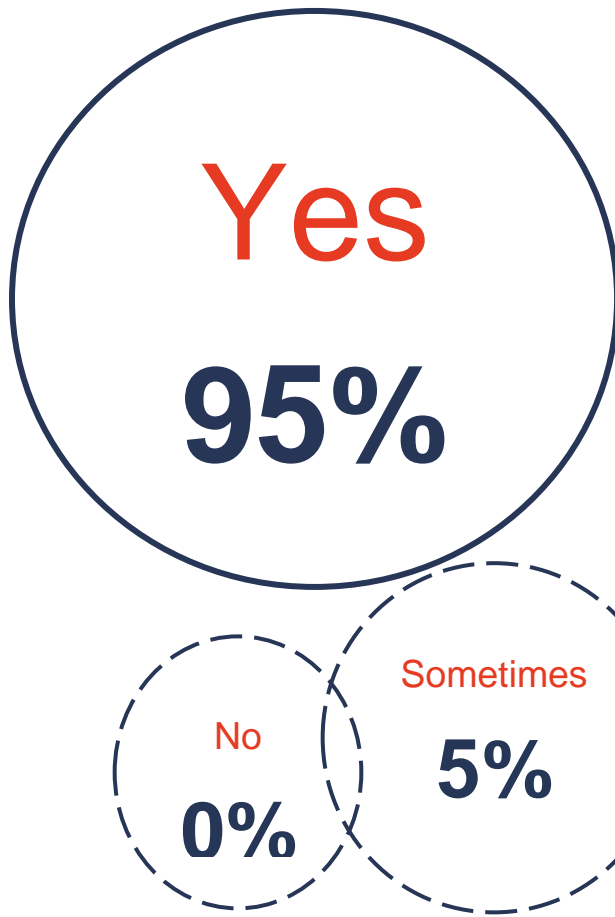
WHEN ASKED WOULD YOU  
USE US AGAIN OR  
RECOMMEND US TO OTHERS



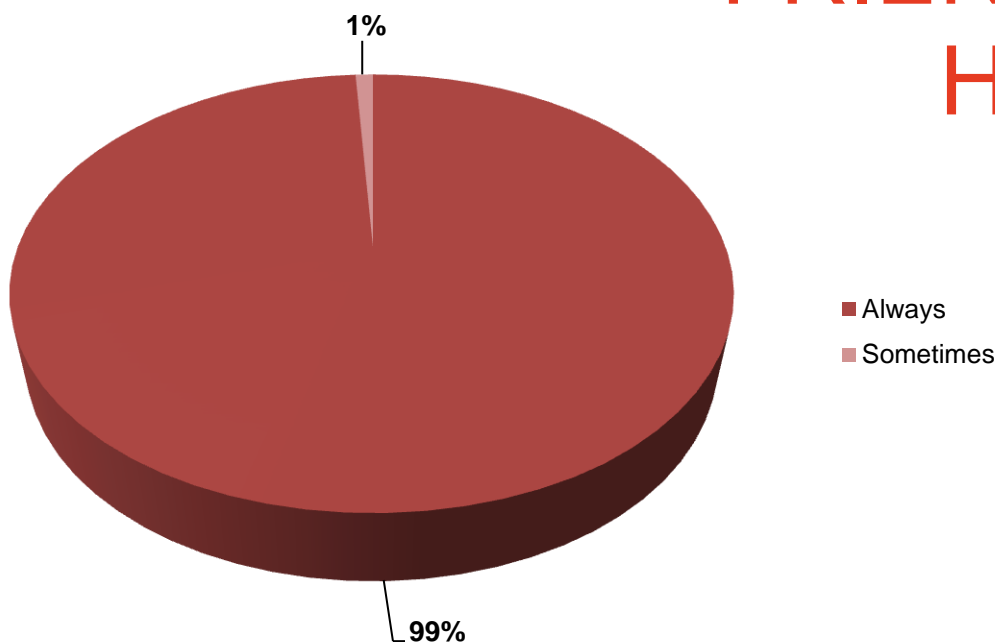
99% OF YOU SAID **YES**

# PROMPT RESPONSE?

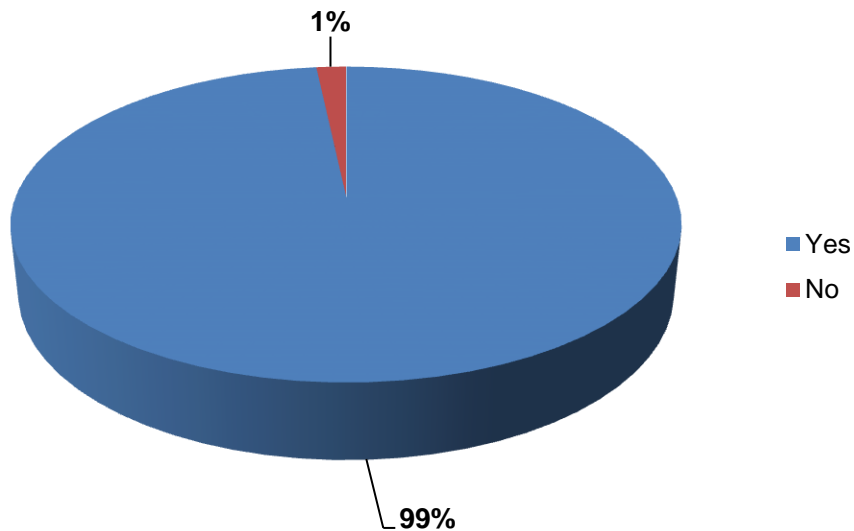
*Were your calls and emails answered promptly?*



# WERE OUR STAFF FRIENDLY AND HELPFUL?



# GOOD VALUE?



**99%** of you thought our service was good value for money

# Testimonials from our clients

Amazed at how easy and uncomplicated it was compared to a previous company we used. Good value good service pleasant people from receptionist onward.



Hiba and Mandy were exceptional throughout the whole process of buying the house. They were always available to speak to and made the whole experience less stressful.



Exemplary service. Thank you.



Very professional and friendly would not go to any other solicitors.



We would highly recommend FSM. We are always impressed with Andrew Gill and Matthew Paterson.



I have been dealing with the firm for many years – 25 or 30. Very satisfied.



Have always dealt with FSM through the years for Wills, property and matrimonial. Very satisfied with the service provided.



Superb service. Efficient service. Totally professional at all times. Will always recommend FSM and Lisa Butcher in particular. Well done to her.