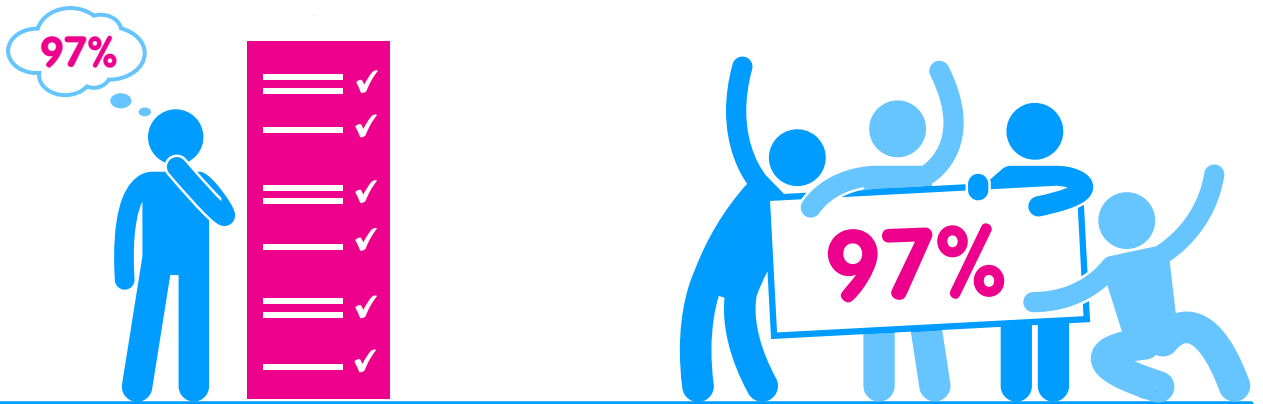


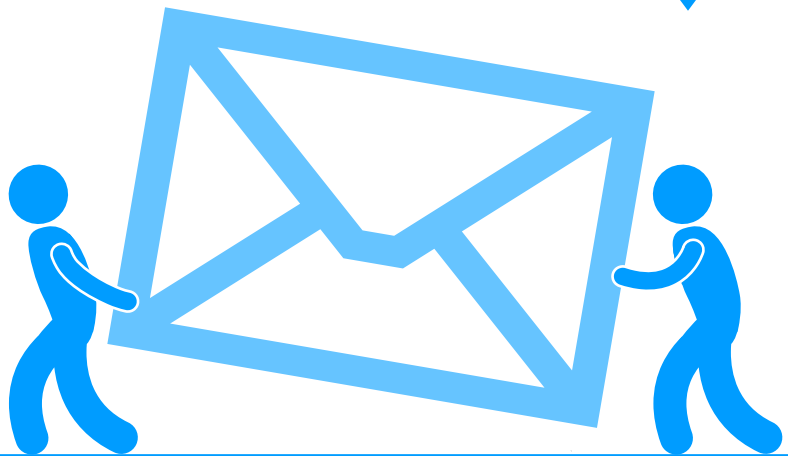
# Our 2016 Personal Tax Return Survey

97% of contractors asked advised that they found our Personal Tax questionnaire **easy to understand**.

97% of contractors asked advised that they would use our Personal Tax Return service **again**.



Over 95% of contractors asked were satisfied with the **timeliness, knowledge, professionalism** and **friendliness** of the email responses they received from our Personal Tax Team.



95% of contractors asked would **recommend** our Personal Tax Return service to a **colleague**.



95% of contractors asked advised that we made our email responses **easy to understand**.



96% of contractors asked rated our overall service as **good**, with 77% of those stating it was **very good**.

