

Responsibilities:
The Managing Director is responsible for this process

High Level Process



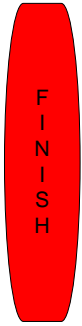
Planning Customer Satisfaction
The MD of EIG Limited will agree method to be applied

Rackman
The Account Manager will print off client response data from Rackman. This covers:

Broker Feedback
The MD of EIG will retain audit reports & summaries of data from external audits conducted by Brokers

Client Feedback
Where client feedback is received, the MD of EIG will maintain a listing & discuss at the Management Review meetings

Management Review
The MD of EIG will discuss all results that have been received pertaining to client satisfaction at the set management review meeting

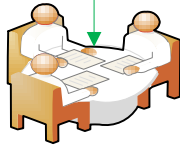


Detailed Instruction

Programmes of client satisfaction can be either positivist. I.e. Numerically based or interpretative based upon unstructured empirical data



Rackman



MD of EIG discusses Performance with Brokers

The Rackman programme addresses:
Professionalism
Accuracy
Responsiveness
Long Term Relationship