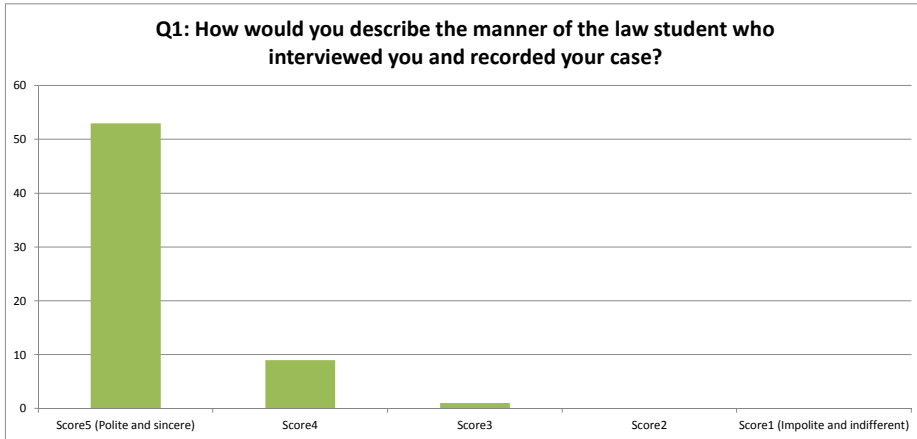


**Customers' Survey Chart (Statistics) –September 2017 (up to 19 December 2017)**

Q1: How would you describe the manner of the law student who interviewed you and recorded your case?

Polite and sincere <--5, 4, 3, 2, 1--> Impolite and indifferent

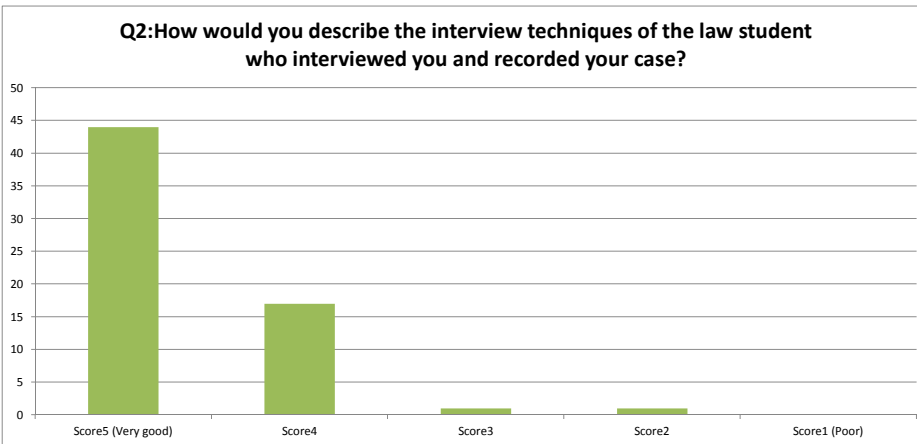
|    | Score5 (Polite and sincere) | Score4 | Score3 | Score2 | Score1 (Impolite and indifferent) | Total |
|----|-----------------------------|--------|--------|--------|-----------------------------------|-------|
| Q1 | 53                          | 9      | 1      | 0      | 0                                 | 63    |



Q2: How would you describe the interview techniques of the law student who interviewed you and recorded your case?

Very good <--5, 4, 3, 2, 1--> Poor

|    | Score5 (Very good) | Score4 | Score3 | Score2 | Score1 (Poor) | Total |
|----|--------------------|--------|--------|--------|---------------|-------|
| Q2 | 44                 | 17     | 1      | 1      | 0             | 63    |



Q3: How would you describe the level of satisfaction to the Advice Session of the Free Legal Advice Scheme?

Very satisfied <--5, 4, 3, 2, 1--> Very Dissatisfied

|    | Score5 (Very satisfied) | Score4 | Score3 | Score2 | Score1 (Very dissatisfied) | Total |
|----|-------------------------|--------|--------|--------|----------------------------|-------|
| Q3 | 50                      | 11     | 0      | 2      | 0                          | 63    |

