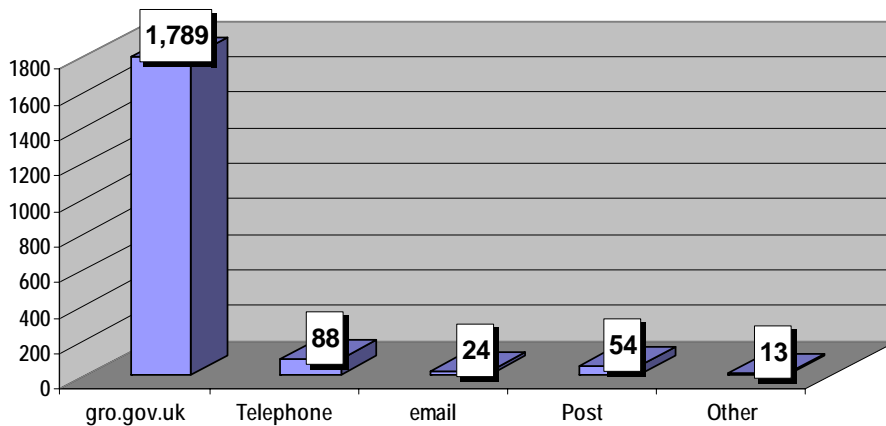


2008 Certificate Services Customer Survey Results

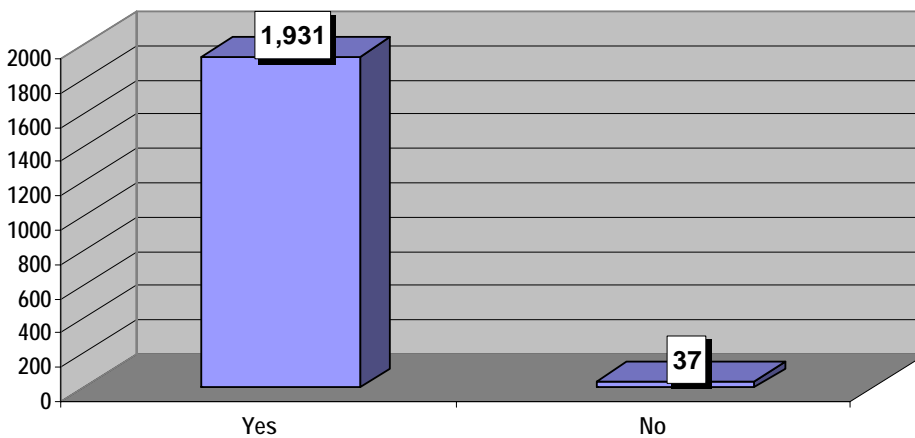
Question 1: How do you apply for certificates?

Result – 90.90% of respondents apply for certificates online.



Question 2: Do you find it easy to order certificates?

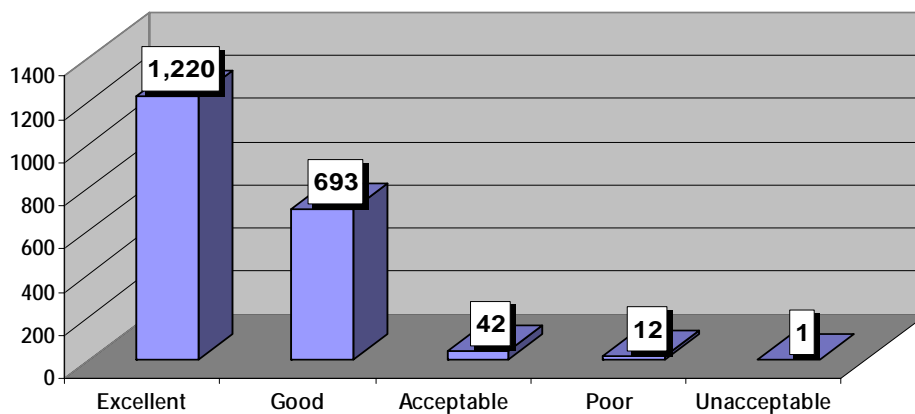
Result - 98.12% of respondents found it easy to apply.



Question 3: How would you rate the service you receive from us?

If poor/unacceptable please explain why.

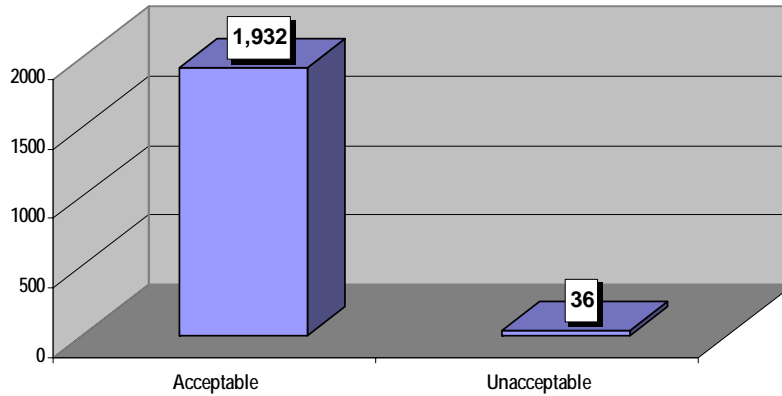
Result – 61.99% of respondents rated the service they received as excellent, and 35.21% rated it as good.



2008 Certificate Services Customer Survey Results

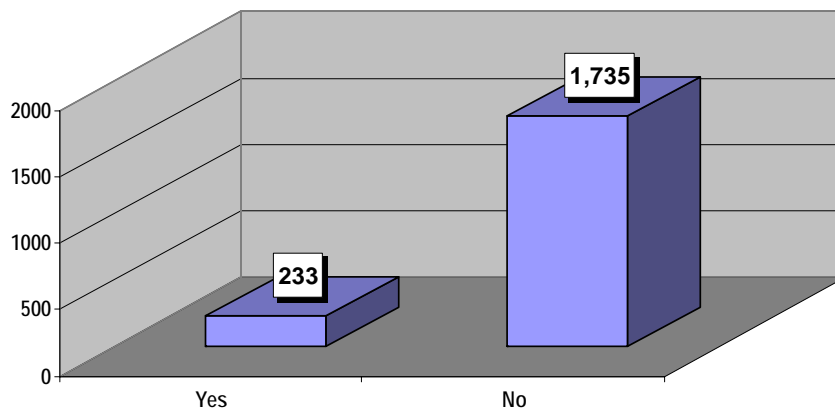
Question 4: How would you rate the quality of the certificates you received? If you answered unacceptable, please explain why.

Result – 98.17% of respondents rated the quality of the certificate they received as acceptable.



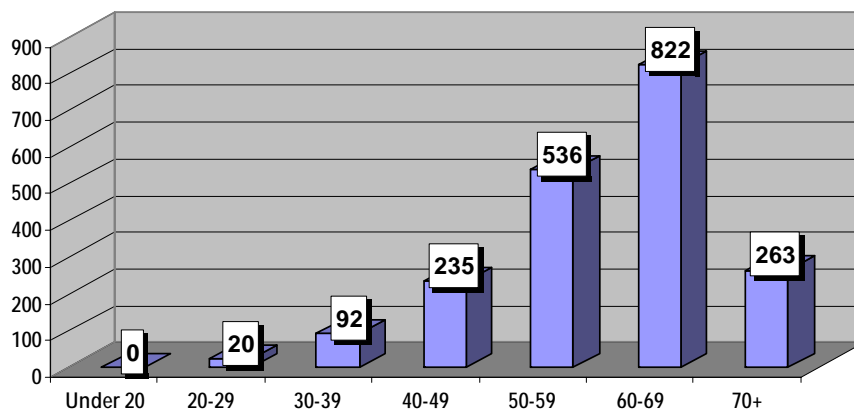
Question 5: Have you ever made a complaint about our service? If it wasn't dealt with to your satisfaction, please explain why.

Result – 88.16% of respondents had never made a complaint about the service.



Question 6: Which age group do you belong to?

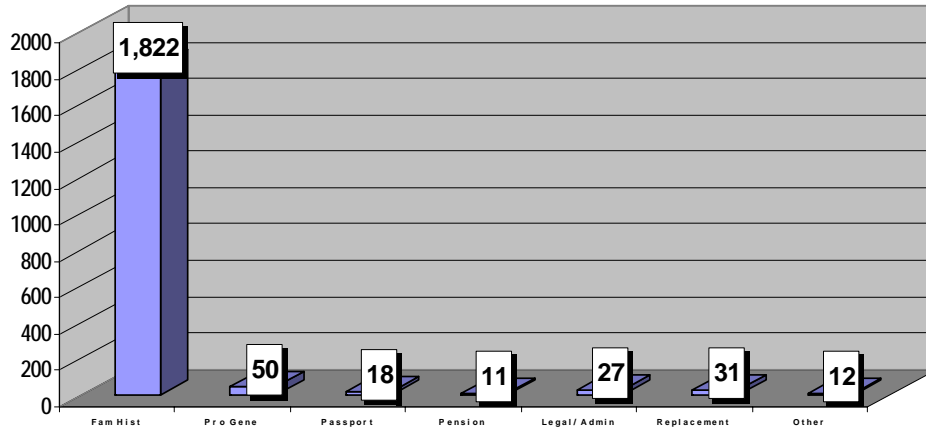
Result – 41.77% of respondents belong to the 60-69 age group. 27.24% are 50-59, 13.36% are aged 70 and over. 11.94% are aged 40 to 49.



2008 Certificate Services Customer Survey Results

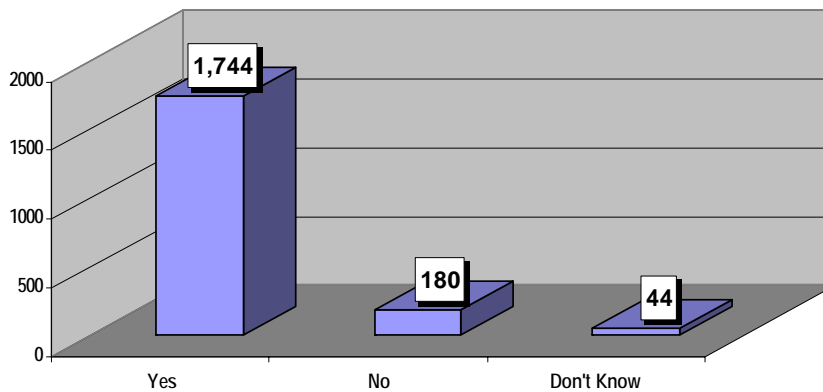
Question 7: What is your reason for applying for a certificate?

Result – 92.44% of respondents order certificates for the purpose of family history research. 2.54% are professional genealogists. A further 1.57% apply for a replacement certificate.



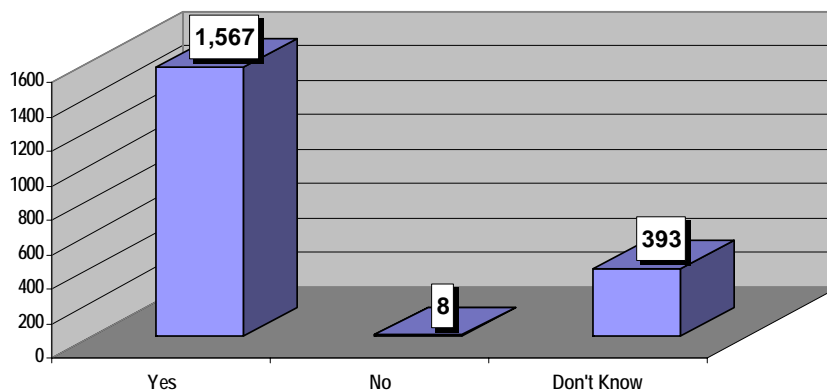
Question 8: Does the price of a certificate represent value for money?

Result– 88.62% of respondents believe that the price of a certificate represents value for money.



Question 9: Do you believe GRO treats you fairly, sensitively and respects your privacy?

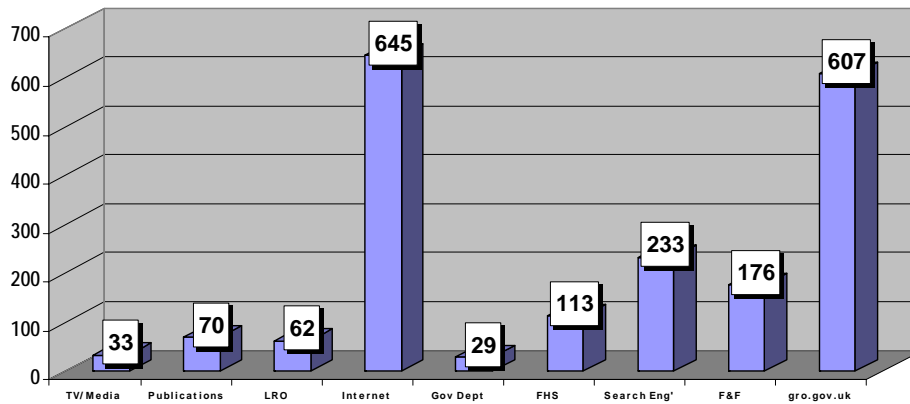
Result– 79.62% of respondents believe that the GRO treats its customers fairly, sensitively and respects their privacy. 0.41% believe that the GRO doesn't and 19.97% don't know.



2008 Certificate Services Customer Survey Results

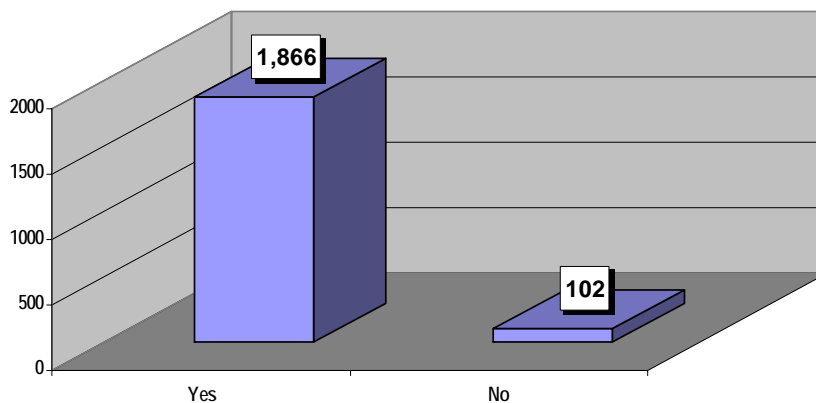
Question 10: How did you find out about the services we provide?

Results – 32.77% of respondents found out about our services via the internet. 30.84% specifically used the GRO website.



Question 11: When ordering certificates do you supply the GRO index reference?

Result – 98.42% of respondents supply the GRO index reference when applying for a certificate.



Where do you get your index ref from?

Result – 87.94% of respondents find the index reference details via the internet.

