

WHAT'S DIFFERENT?

Qualitative Client Interviews

WE DELIVER...

Plan sponsors appreciate a high-touch conversational approach to giving candid feedback about working with your team. Our experience helps us dig deep to uncover the things you need to know.

CONTACT

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WEBSITE

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Client Satisfaction Study



Our 30+ years of retirement plan experience helps us ask participating clients only the most relevant and insightful questions.

Plan Sponsor Engagement

Business leaders are more inclined to offer constructive feedback when speaking with an independent party because they:

- Now their responses are confidential.
- 2 Trust how the information will be used.
- Recognize what they will receive for their time and opinions.
- 4 Feel trusted, respected, and valued during the conversation.

PROJECT STEPS

Trends identified during interviews help us develop a short, customized client survey for a broader selection of your book of business.

Quantitative Survey

WEEK1 WEEK2 WEEK3 WEEK4 WEEK5 WEEK6 WEEK7 WEEK8

Qualitative Interviews

Our interview process identifies your firm's unique strengths, weaknesses, and opportunities for improvement.

Results & Recommendations

Justify investments,
improve services,
update messaging
and communications.



