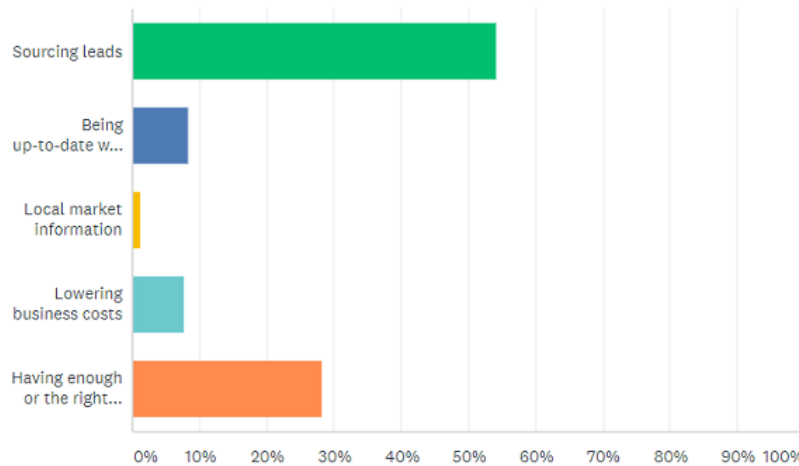


**Q1 What is your biggest concern as a business owner?**



ANSWER CHOICES	RESPONSES
▼ Sourcing leads	54.22% 90
▼ Being up-to-date with current legislation	8.43% 14
▼ Local market information	1.20% 2
▼ Lowering business costs	7.83% 13
▼ Having enough or the right property stock to sell	28.31% 47
<b>TOTAL</b>	<b>166</b>

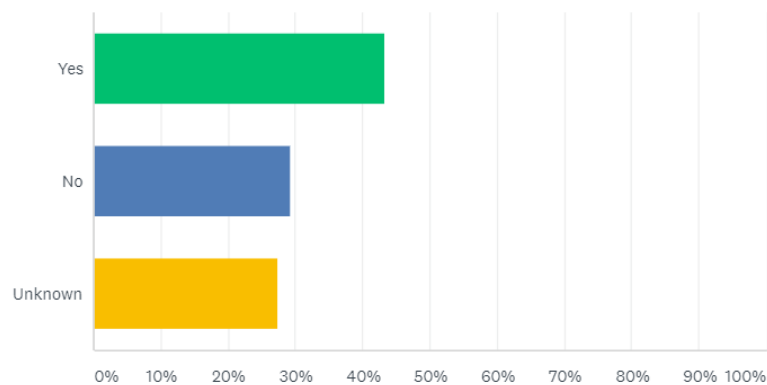
**Q2 What business costs are you most concerned about in 2018/2019?**

ANSWER CHOICES	RESPONSES
Marketing/ Advertising	47%
Overheads	28%
Staff Training and Salary	16%
Property Portals	9%

**Q3 How important is it to you that you receive additional income from other sources (such as referrals to third parties)**

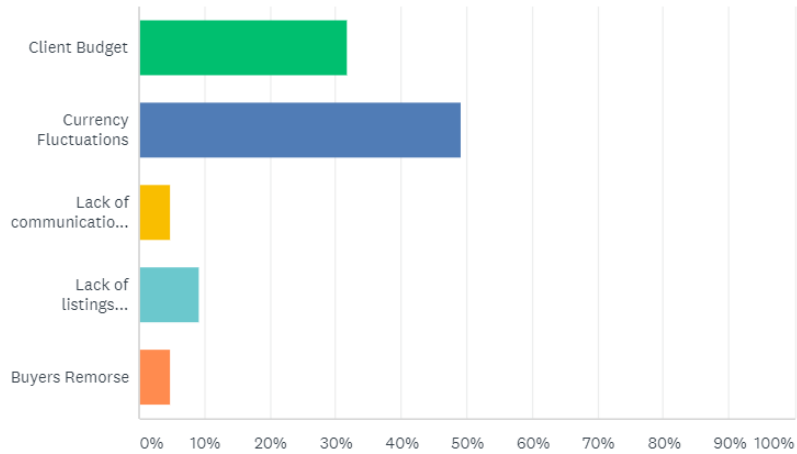
ANSWER CHOICES		RESPONSES
0-30	59	37%
31-70	51	32%
71-100	49	31%
TOTAL		159

**Q4 Are you expecting a higher number of transactions from British buyers in 2019?**



ANSWER CHOICES	RESPONSES	
▼ Yes	43.29%	71
▼ No	29.27%	48
▼ Unknown	27.44%	45
<b>TOTAL</b>		<b>164</b>

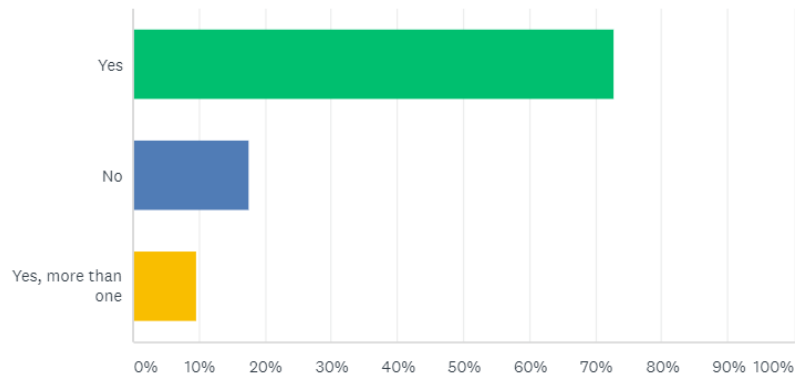
**Q5 UK: What factors most impact your client sales to British buyers?**



ANSWER CHOICES	RESPONSES
Client Budget	31.90% 52
Currency Fluctuations	49.08% 80
Lack of communication between parties	4.91% 8
Lack of listings available	9.20% 15
Buyers Remorse	4.91% 8
<b>TOTAL</b>	<b>163</b>

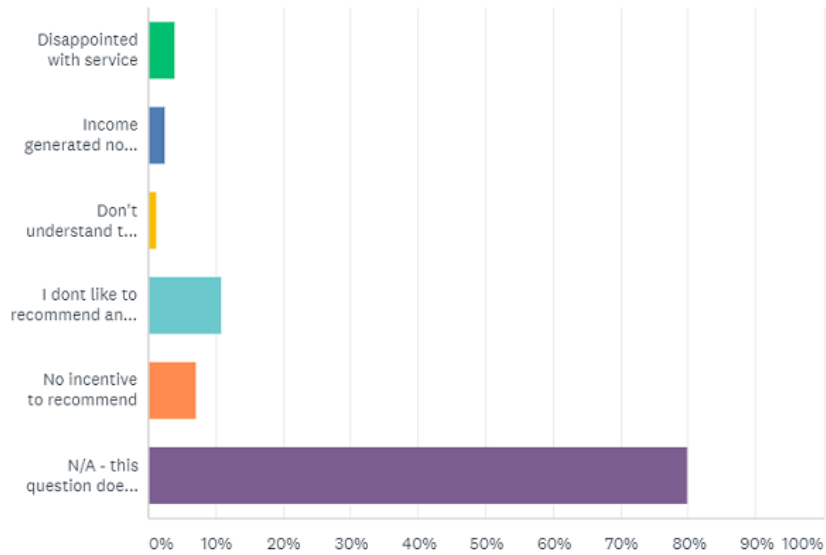


### Q6 Do you recommend a currency broker to your clients?



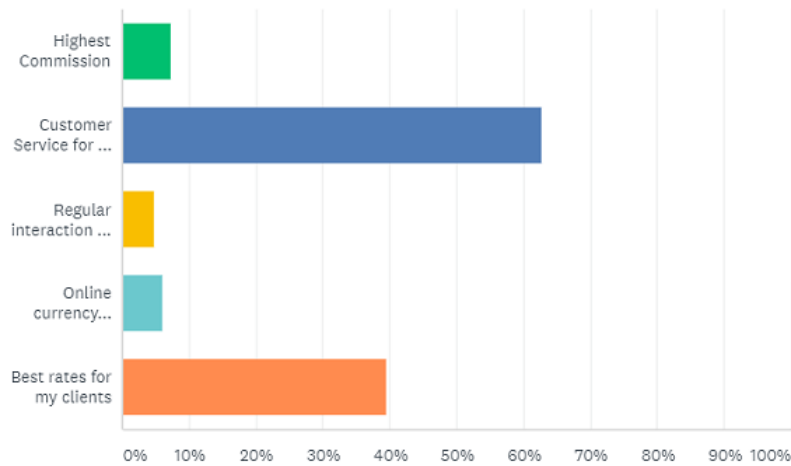
ANSWER CHOICES	RESPONSES
▼ Yes	72.89% 121
▼ No	17.47% 29
▼ Yes, more than one	9.64% 16
<b>TOTAL</b>	<b>166</b>

**Q7 What are the reasons you do not recommend a currency broker?**



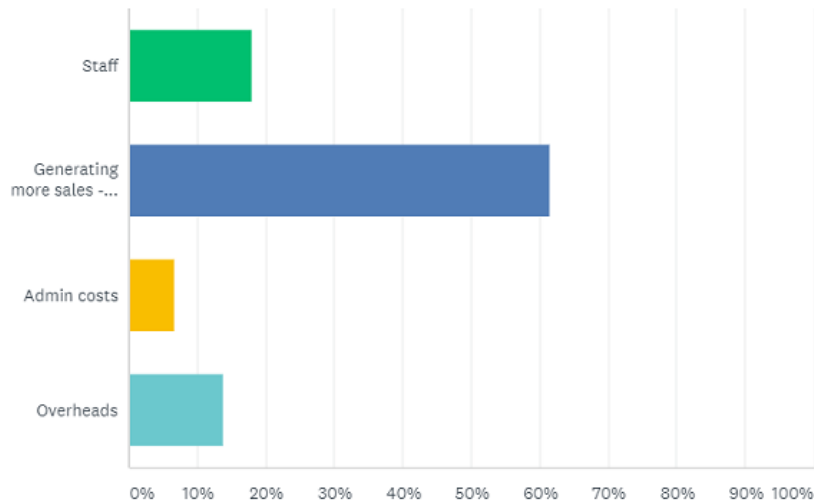
ANSWER CHOICES	RESPONSES
Disappointed with service	3.87% 6
Income generated not worth the effort	2.58% 4
Don't understand the benefits	1.29% 2
I dont like to recommend any provider to my clients	10.97% 17
No incentive to recommend	7.10% 11
N/A - this question does not apply to me	80.00% 124
<b>Total Respondents: 155</b>	

**Q8 What are you looking for from a currency broker?**



ANSWER CHOICES	RESPONSES
▼ Highest Commission	7.32% 12
▼ Customer Service for my clients	62.80% 103
▼ Regular interaction and updates and market movements	4.88% 8
▼ Online currency platform	6.10% 10
▼ Best rates for my clients	39.63% 65
<b>Total Respondents: 164</b>	

**Q9 What do you think your biggest cost increase in 2019 will be?**



ANSWER CHOICES	RESPONSES
▼ Staff	18.07% 30
▼ Generating more sales - marketing and lead generation	61.45% 102
▼ Admin costs	6.63% 11
▼ Overheads	13.86% 23
<b>TOTAL</b>	<b>166</b>

**Q10 If you could get professional support in just one area of your business, what would it be?**

ANSWER CHOICES	RESPONSES
Marketing / SEO Support (Websites and Social Media)	40%
Sourcing Leads	38%
Admin / IT/ CRM Support	13%
Legal & Industry Updates (including HR Compliance, GDPR, Taxes)	9%