



RAYMOND JAMES

Client Opinion Survey 2024

96%

of clients were **satisfied** or **very satisfied** with the level of service our wealth managers provide.

98%

of clients are **likely** or **very likely** to continue using Raymond James.

61 NPS

NPS calculation = % of promoters minus the % of detractors. The figure is always shown as an integer rather than a percentage.



85%

of clients said that their portfolios performed **in-line with** or **above expectations**.

98%

of clients feel services provide **Fair, Good** or **Excellent** value for money.

93%

of clients feel that Raymond James wealth managers provide a **unique benefit** that they wouldn't find elsewhere.

The survey was sent to 9,380 investor clients with 2,247 responses, carried out between 23 January - 23 February 2024.

RISK WARNING: With investing your capital is at risk

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