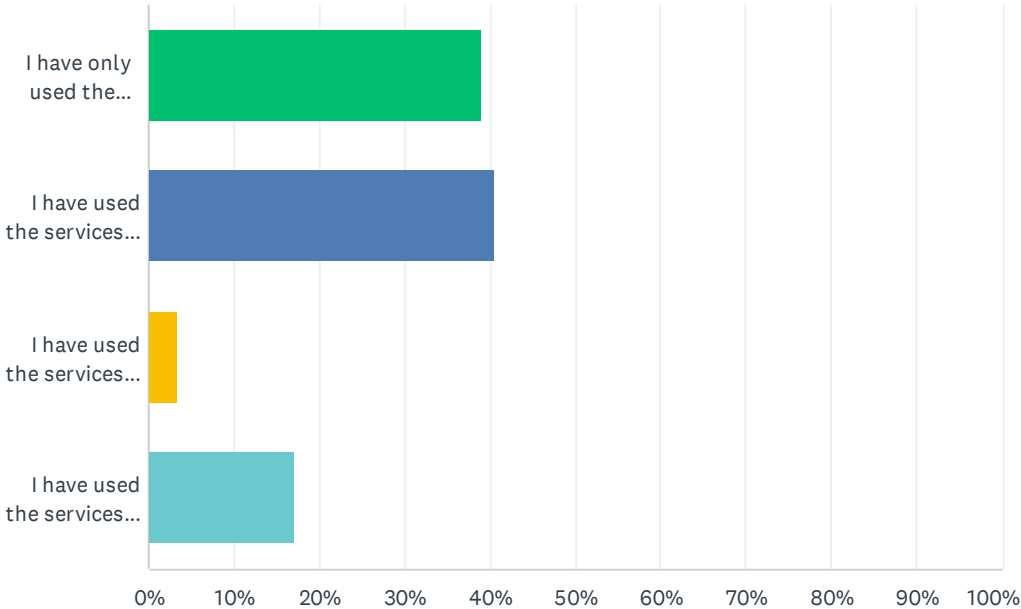


Q1 In the last five years how often have you used the services of a Notary?

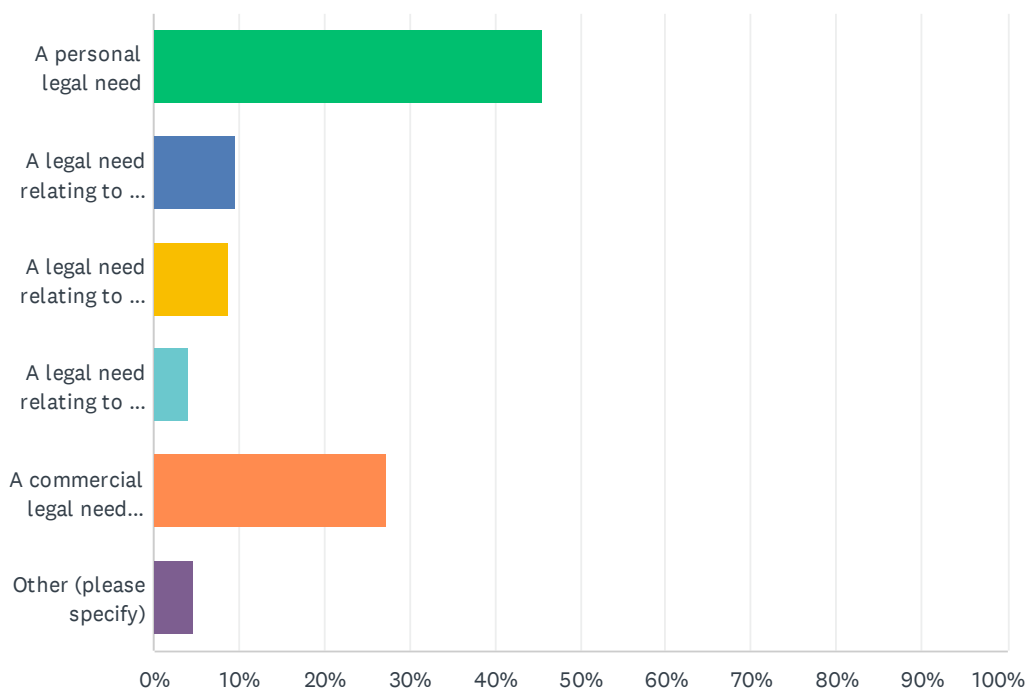
Answered: 146 Skipped: 10



ANSWER CHOICES	RESPONSES	
I have only used the services of a Notary once	39.04%	57
I have used the services of a Notary on 2 - 5 occasions	40.41%	59
I have used the services of a Notary on 6-10 occasions	3.42%	5
I have used the services of a Notary on more than 10 occasions	17.12%	25
TOTAL		146

Q2 Was the reason for instructing a notary for:

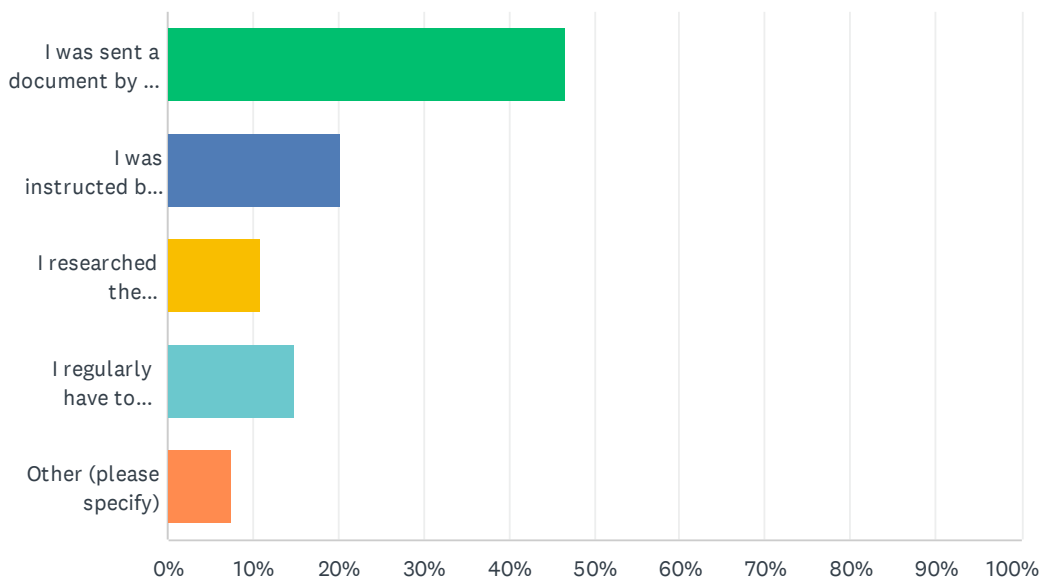
Answered: 147 Skipped: 9



ANSWER CHOICES	RESPONSES	
A personal legal need	45.58%	67
A legal need relating to a relative or friend	9.52%	14
A legal need relating to a deceased relative or friend	8.84%	13
A legal need relating to my education or employment	4.08%	6
A commercial legal need relating to my business or employer	27.21%	40
Other (please specify)	4.76%	7
TOTAL		147

Q3 How did you discover that you needed to use the services of a notary?

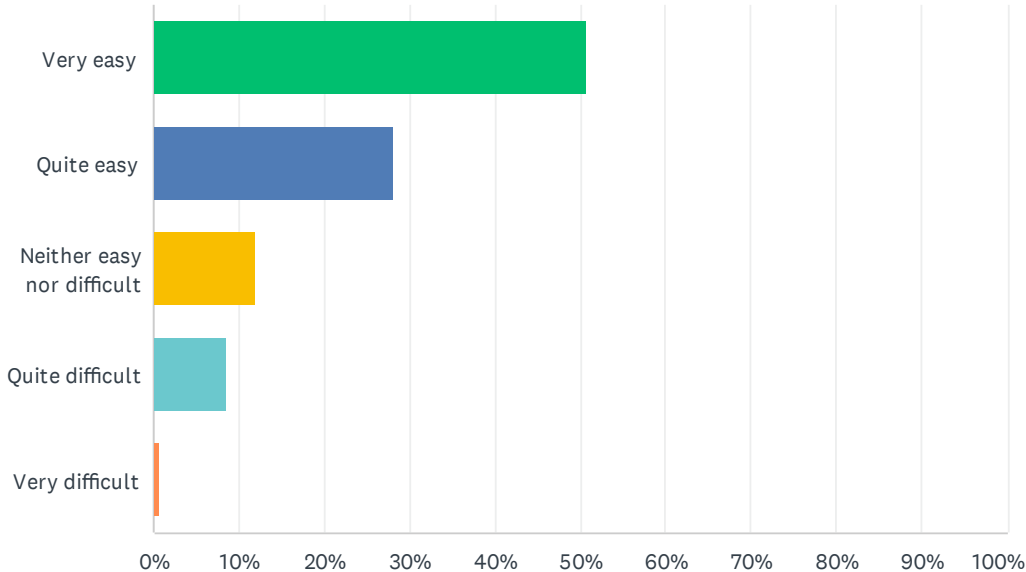
Answered: 148 Skipped: 8



ANSWER CHOICES	RESPONSES	
I was sent a document by an overseas lawyer and instructed that it needed to be signed in the presence of a notary	46.62%	69
I was instructed by an overseas Government/organisation that I needed to have the document notarised for it to be accepted overseas	20.27%	30
I researched the requirements myself and discovered that I needed to have the document notarised for it to be accepted overseas	10.81%	16
I regularly have to instruct a notary in connection with my business or employment	14.86%	22
Other (please specify)	7.43%	11
TOTAL		148

Q4 How easy did you find it to locate a notary convenient to you?

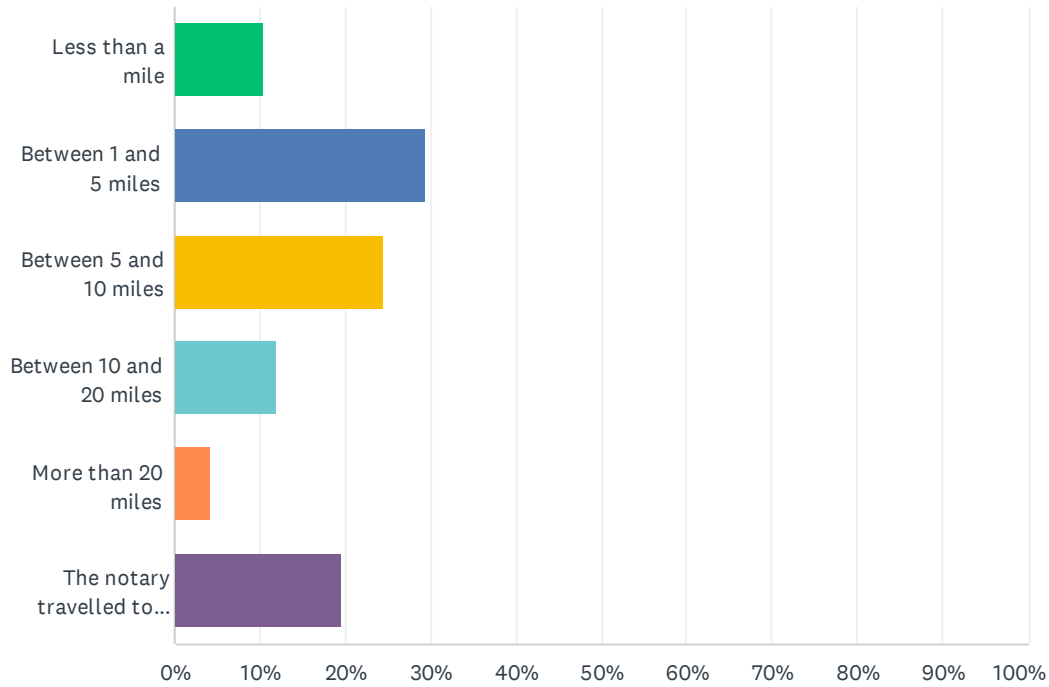
Answered: 142 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very easy	50.70%	72
Quite easy	28.17%	40
Neither easy nor difficult	11.97%	17
Quite difficult	8.45%	12
Very difficult	0.70%	1
TOTAL		142

Q5 How far did you have to travel (each way) to visit the notary?

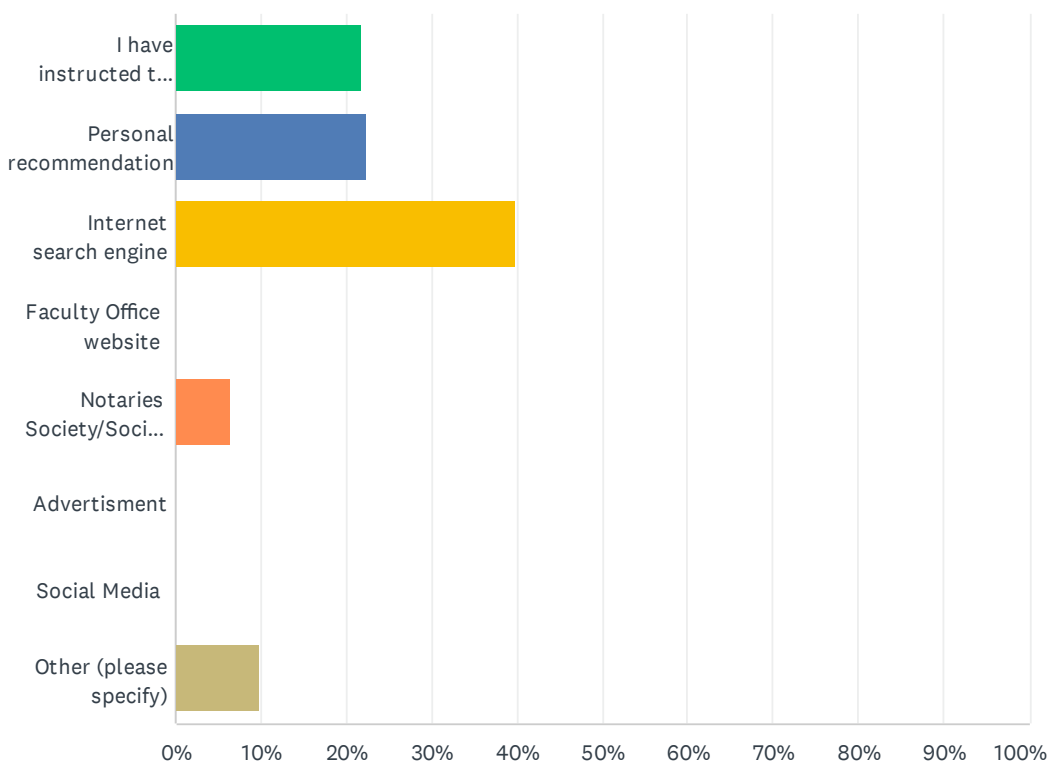
Answered: 143 Skipped: 13



ANSWER CHOICES	RESPONSES	
Less than a mile	10.49%	15
Between 1 and 5 miles	29.37%	42
Between 5 and 10 miles	24.48%	35
Between 10 and 20 miles	11.89%	17
More than 20 miles	4.20%	6
The notary travelled to my home/office	19.58%	28
TOTAL		143

Q6 How did you hear about the notary you instructed?

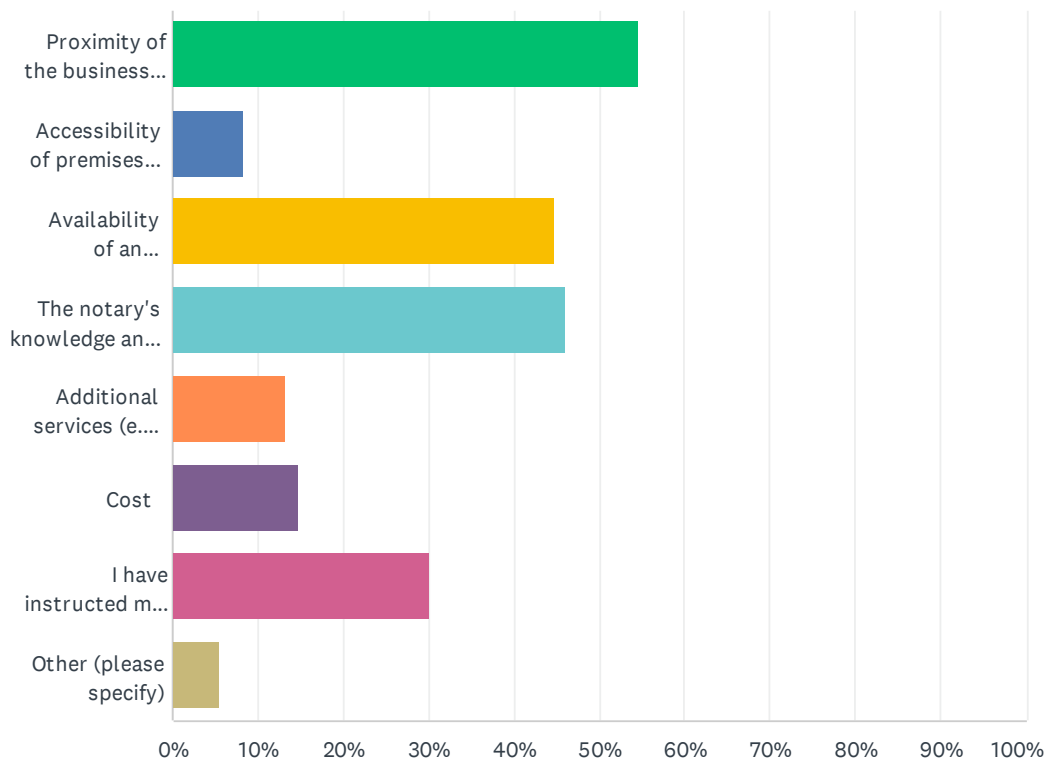
Answered: 143 Skipped: 13



ANSWER CHOICES	RESPONSES	
I have instructed them before	21.68%	31
Personal recommendation	22.38%	32
Internet search engine	39.86%	57
Faculty Office website	0.00%	0
Notaries Society/Society of Scrivener Notaries website	6.29%	9
Advertisement	0.00%	0
Social Media	0.00%	0
Other (please specify)	9.79%	14
TOTAL		143

Q7 Why did you choose to instruct your notary? Please tick ALL answers which apply

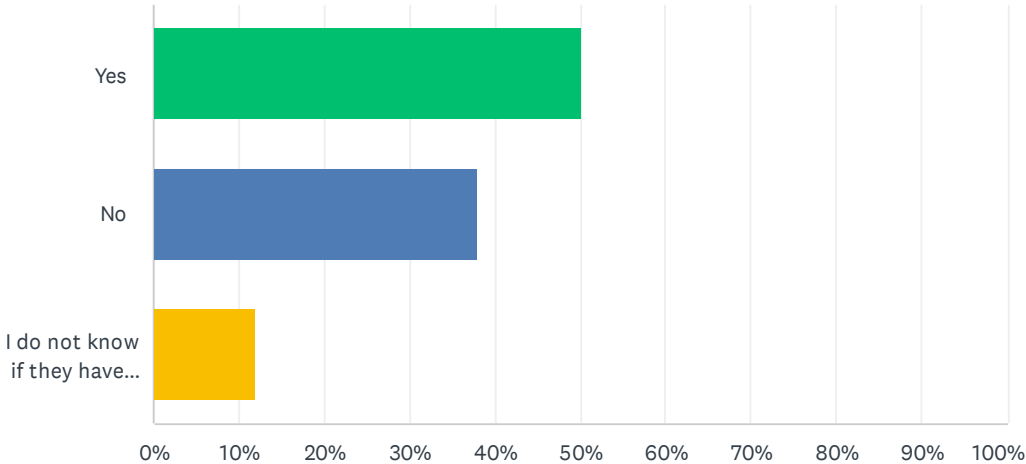
Answered: 143 Skipped: 13



ANSWER CHOICES	RESPONSES	
Proximity of the business premises	54.55%	78
Accessibility of premises (e.g. disabled access)	8.39%	12
Availability of an appointment	44.76%	64
The notary's knowledge and expertise were best suited to my needs	46.15%	66
Additional services (e.g. advice/ translation/ legalisation) were offered or available	13.29%	19
Cost	14.69%	21
I have instructed my notary before and was pleased with the service provided	30.07%	43
Other (please specify)	5.59%	8
Total Respondents: 143		

Q8 Prior to instructing your notary did you visit their website?

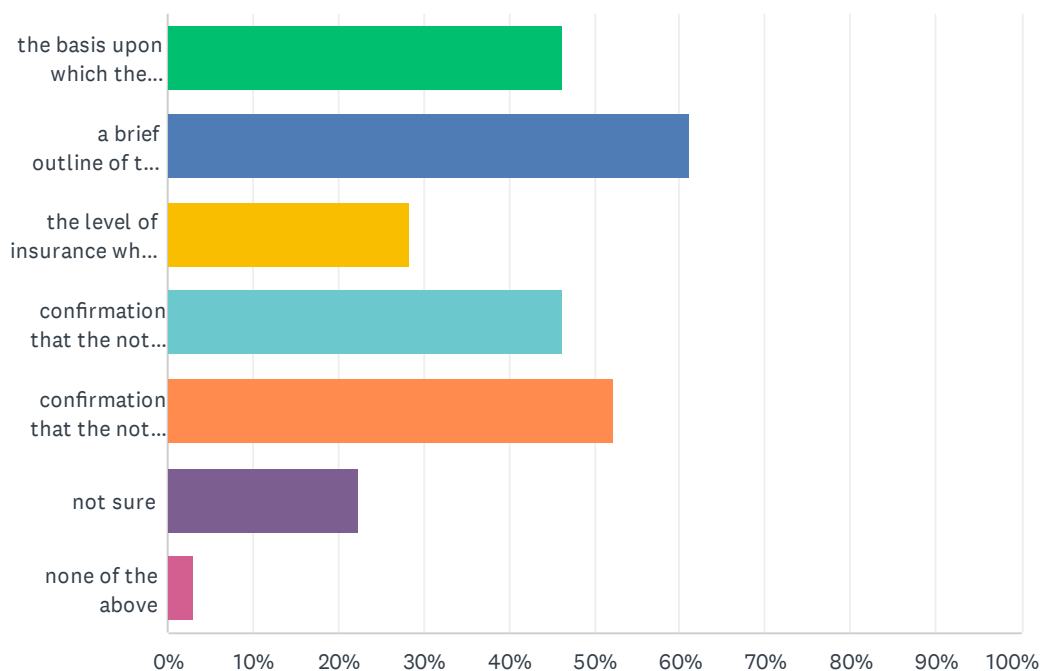
Answered: 142 Skipped: 14



ANSWER CHOICES	RESPONSES	
Yes	50.00%	71
No	38.03%	54
I do not know if they have a website	11.97%	17
TOTAL		142

Q9 If yes, did the website contain information on:

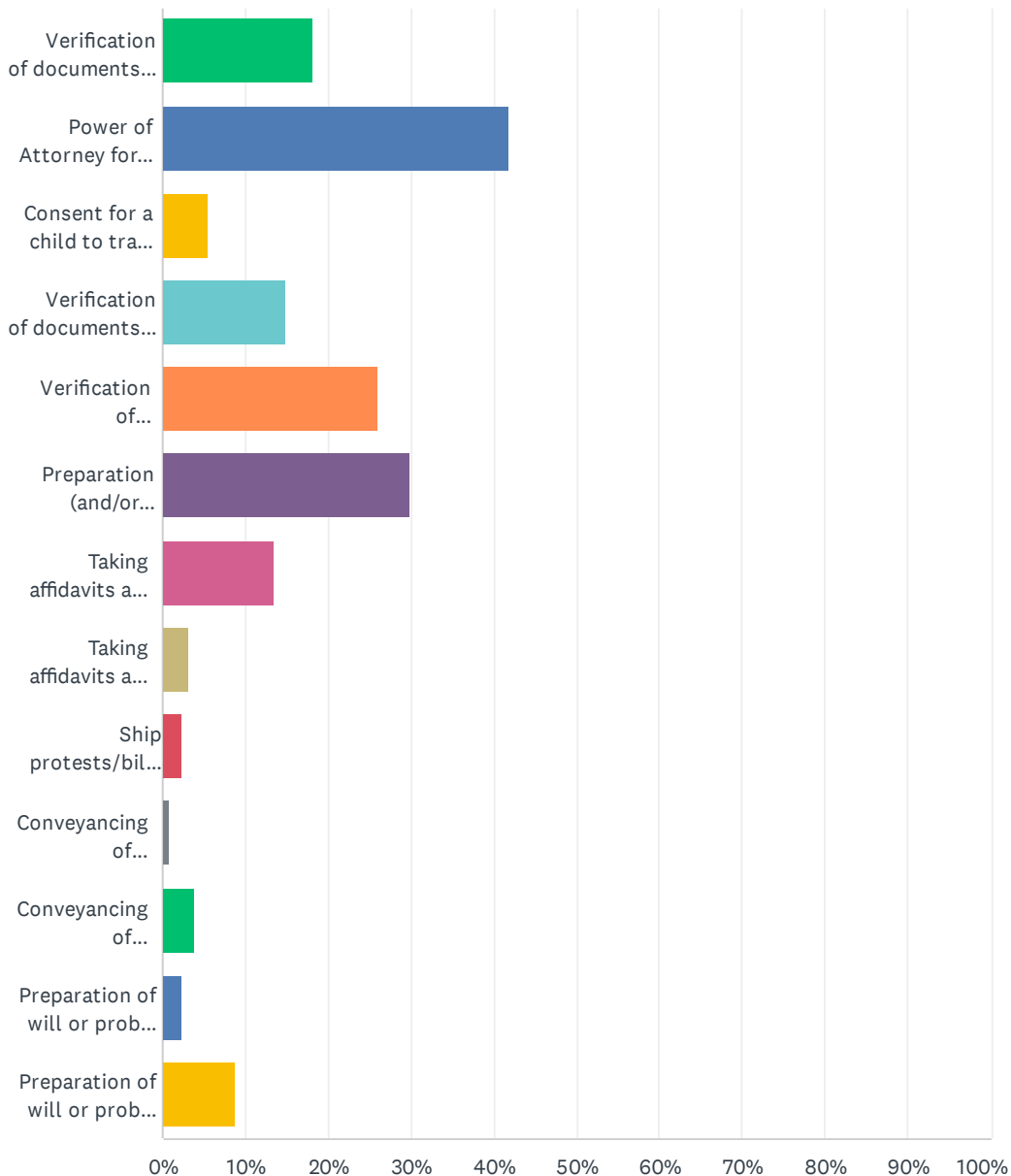
Answered: 67 Skipped: 89



ANSWER CHOICES	RESPONSES	
the basis upon which the notary calculates the fees for their services (price information);	46.27%	31
a brief outline of the services the notary provides setting out the key stages of the work (if more than one) and the normal timescales for each key stage (service information);	61.19%	41
the level of insurance which the notary carries under their professional indemnity policy (redress information);	28.36%	19
confirmation that the notary is covered by a formal complaints procedure in the event that a client is dissatisfied with the service provided and an explanation of how to make such a complaint (complaint information);	46.27%	31
confirmation that the notary is 'Regulated through the Faculty Office of the Archbishop of Canterbury' (regulatory information).	52.24%	35
not sure	22.39%	15
none of the above	2.99%	2
Total Respondents: 67		

Q10 What type of service did the notary provide? Please tick ALL answers which apply

Answered: 127 Skipped: 29

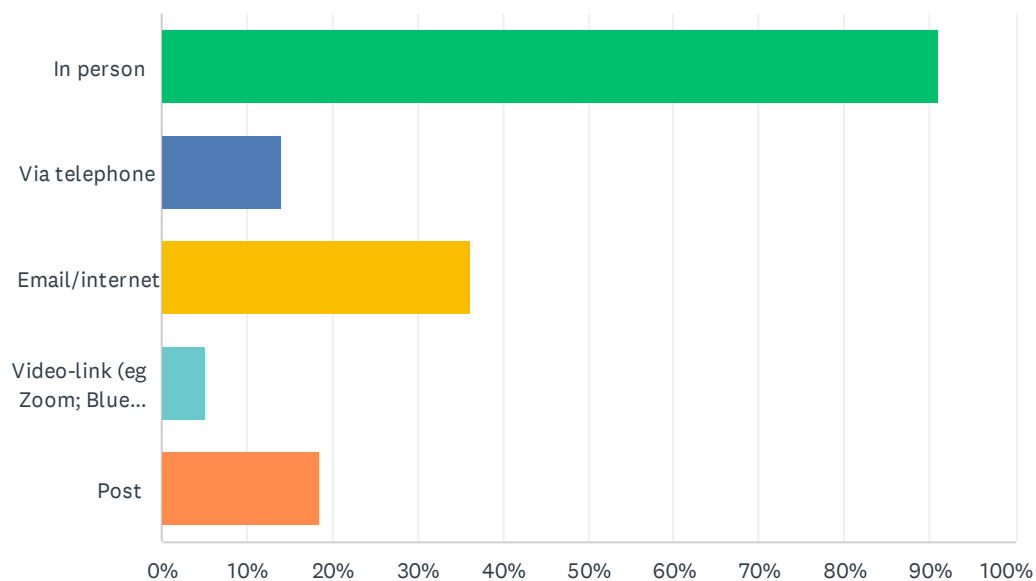


FACULTY OFFICE - NOTARY CONSUMER SURVEY - February 2022

ANSWER CHOICES	RESPONSES	
Verification of documents for use in Court proceedings overseas	18.11%	23
Power of Attorney for sale/purchase of property or other assets overseas	41.73%	53
Consent for a child to travel abroad	5.51%	7
Verification of documents in relation to employment or education overseas	14.96%	19
Verification of international commercial contract/business documentation	25.98%	33
Preparation (and/or translation) of documents for use abroad	29.92%	38
Taking affidavits and statutory declarations for use abroad	13.39%	17
Taking affidavits and statutory declarations for use within England & Wales	3.15%	4
Ship protests/bills of exchange	2.36%	3
Conveyancing of property/property advice in England & Wales	0.79%	1
Conveyancing of property/property advice overseas	3.94%	5
Preparation of will or probate papers for England & Wales	2.36%	3
Preparation of will or probate papers for overseas	8.66%	11
Total Respondents: 127		

Q11 How was the service delivered? Please tick ALL answers that apply

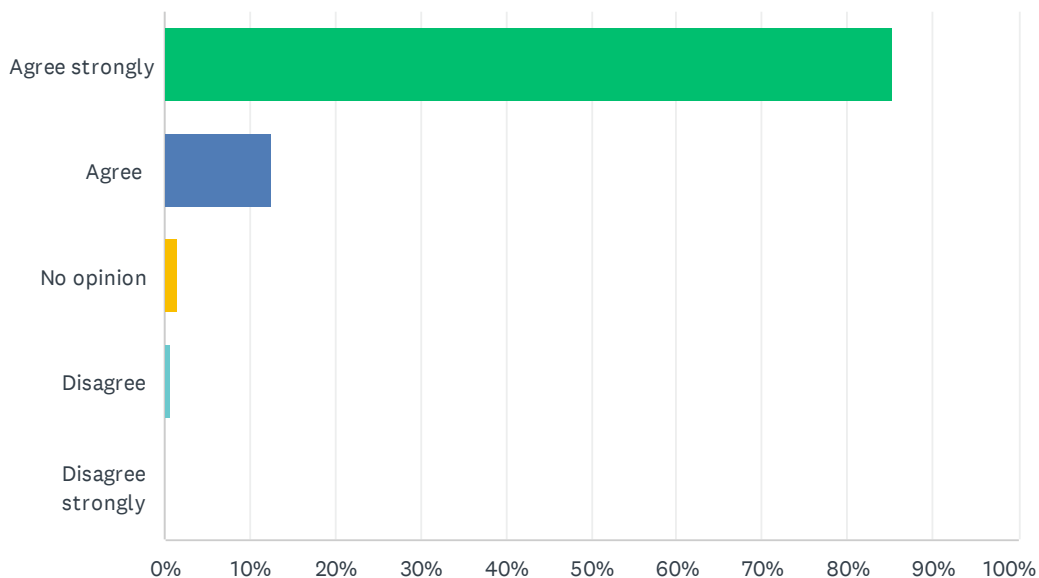
Answered: 135 Skipped: 21



ANSWER CHOICES	RESPONSES	
In person	91.11%	123
Via telephone	14.07%	19
Email/internet	36.30%	49
Video-link (eg Zoom; Blue Jeans; Teams)	5.19%	7
Post	18.52%	25
Total Respondents: 135		

Q12 To what extent do you agree/disagree with the following statement about the notary who dealt with your case? "I was pleased with the service provided"

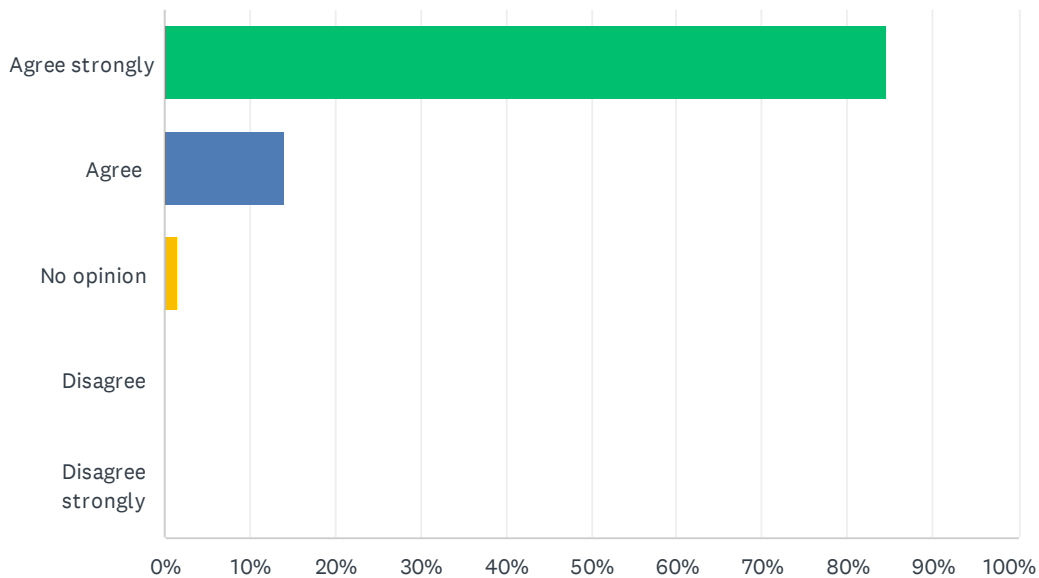
Answered: 135 Skipped: 21



ANSWER CHOICES	RESPONSES
Agree strongly	85.19% 115
Agree	12.59% 17
No opinion	1.48% 2
Disagree	0.74% 1
Disagree strongly	0.00% 0
TOTAL	135

Q13 To what extent do you agree/disagree with the following statement about the notary who dealt with your case? "I would recommend the notary to someone else"

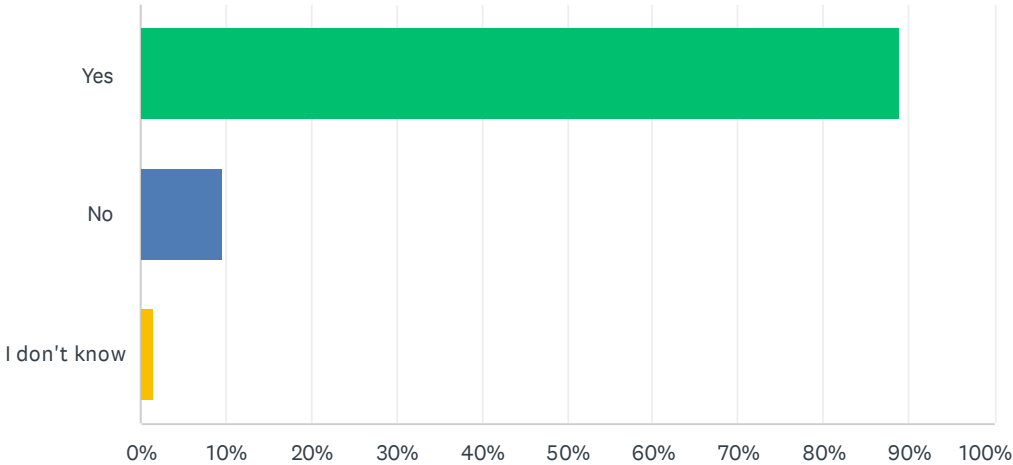
Answered: 136 Skipped: 20



ANSWER CHOICES	RESPONSES	
Agree strongly	84.56%	115
Agree	13.97%	19
No opinion	1.47%	2
Disagree	0.00%	0
Disagree strongly	0.00%	0
TOTAL		136

Q14 When you instructed the notary were you informed how long the matter would take?

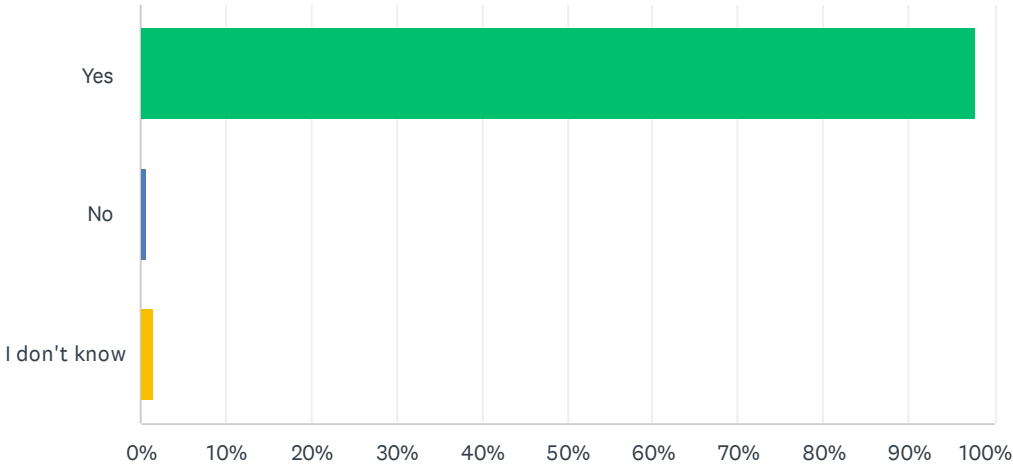
Answered: 135 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	88.89%	120
No	9.63%	13
I don't know	1.48%	2
TOTAL		135

Q15 When you first sought to instruct the notary were you informed about the likely overall costs of the work?

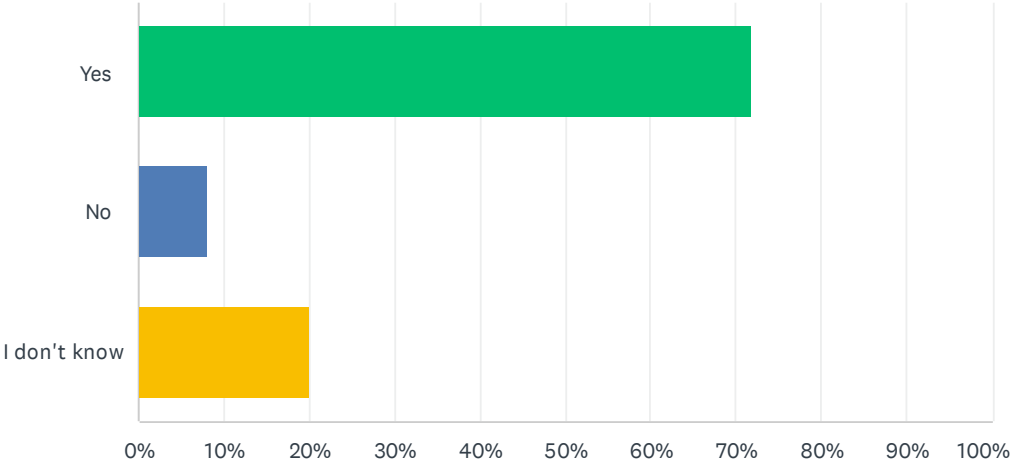
Answered: 134 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	97.76%	131
No	0.75%	1
I don't know	1.49%	2
TOTAL		134

Q16 When you instructed the Notary were you told that they were regulated to carry out their work and that they are required to hold professional indemnity insurance?

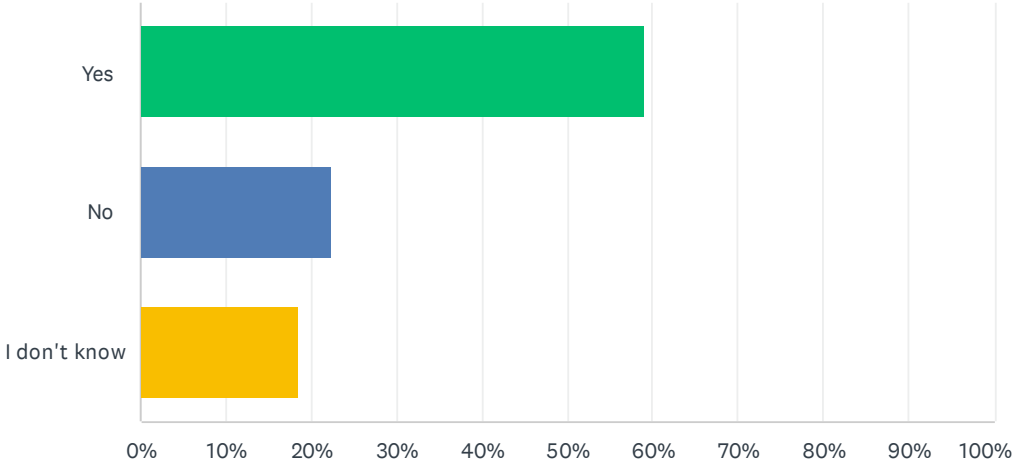
Answered: 135 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	71.85%	97
No	8.15%	11
I don't know	20.00%	27
TOTAL		135

Q17 Would you know how to go about making a complaint about the service you received if you needed to do so?

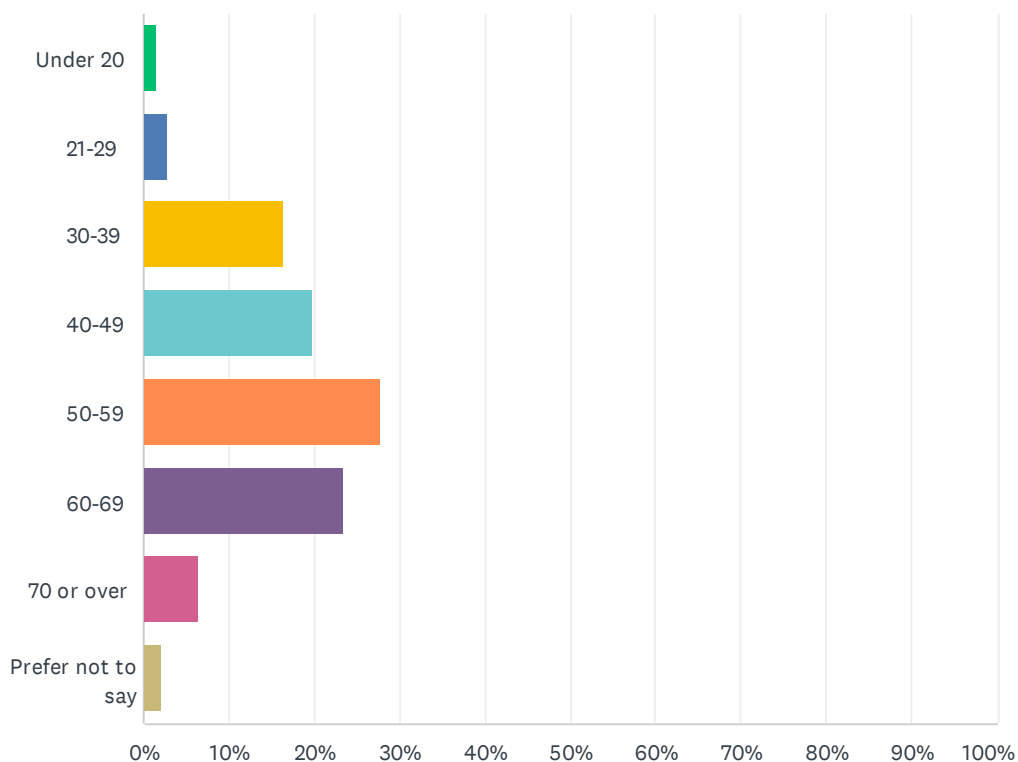
Answered: 134 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	58.96%	79
No	22.39%	30
I don't know	18.66%	25
TOTAL		134

Q18 What is your age?

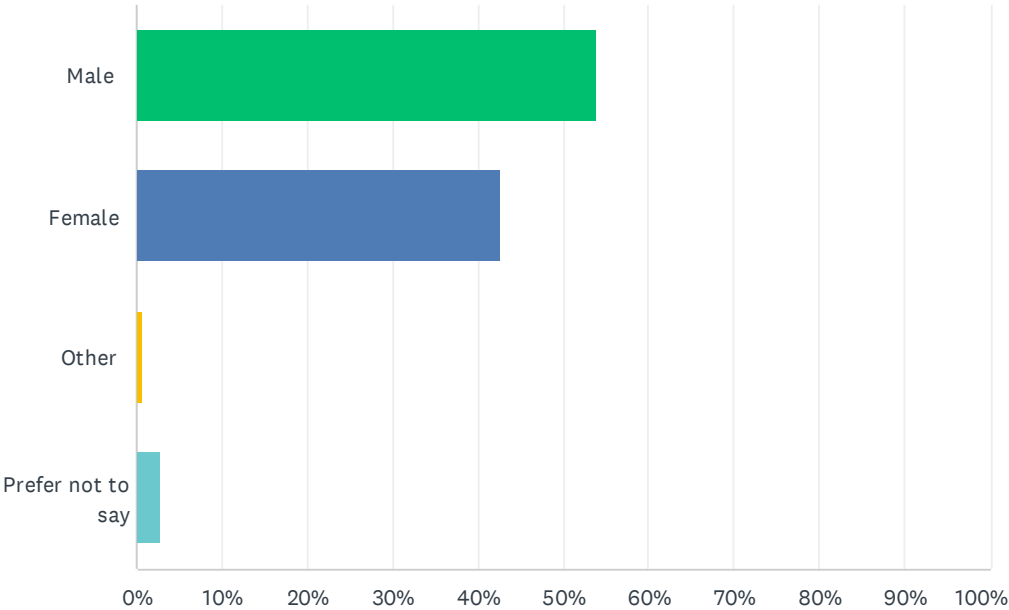
Answered: 141 Skipped: 15



ANSWER CHOICES	RESPONSES
Under 20	1.42% 2
21-29	2.84% 4
30-39	16.31% 23
40-49	19.86% 28
50-59	27.66% 39
60-69	23.40% 33
70 or over	6.38% 9
Prefer not to say	2.13% 3
TOTAL	141

Q19 What is your gender?

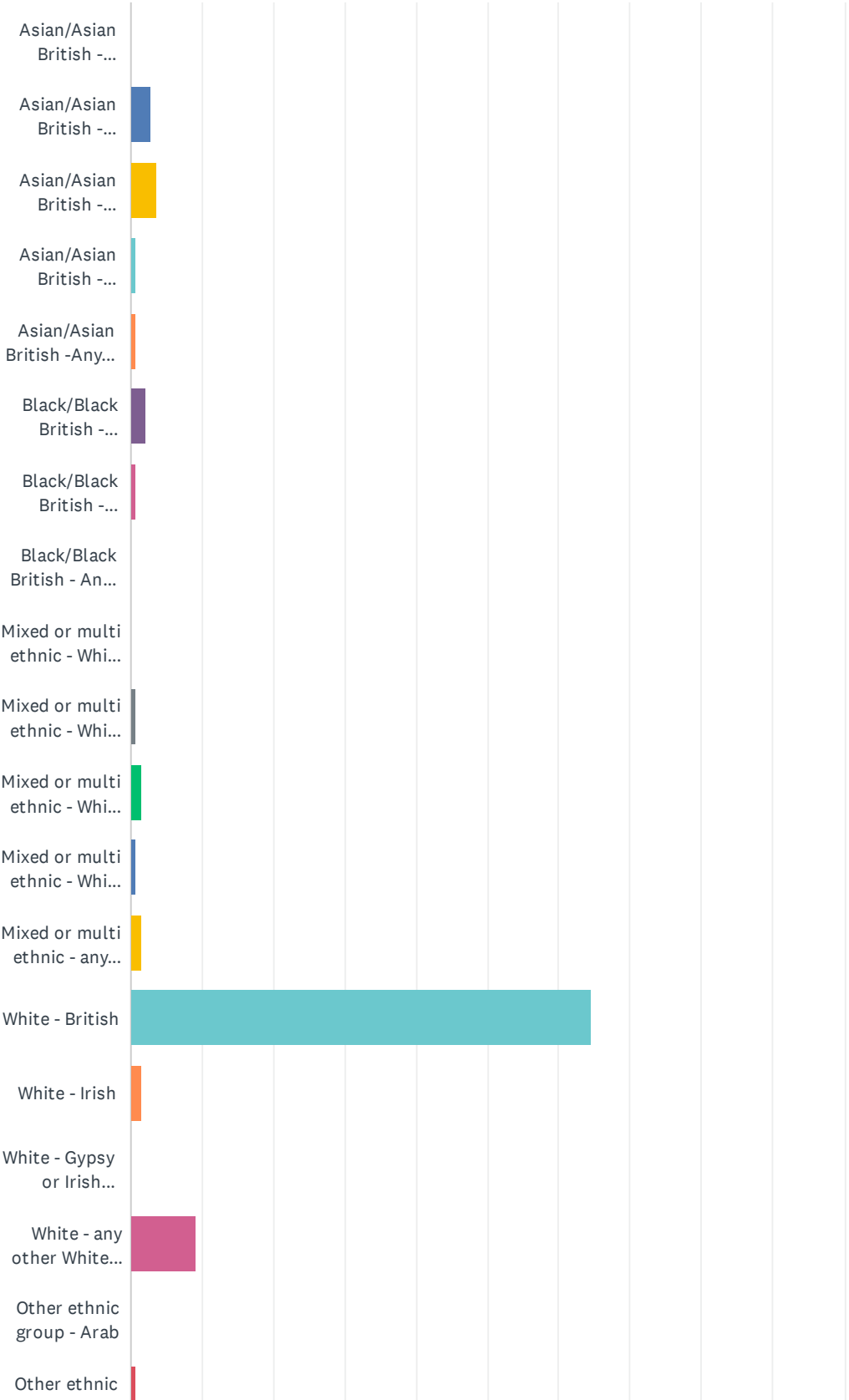
Answered: 141 Skipped: 15



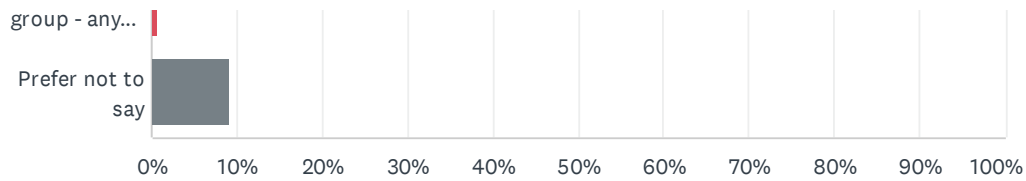
ANSWER CHOICES	RESPONSES	
Male	53.90%	76
Female	42.55%	60
Other	0.71%	1
Prefer not to say	2.84%	4
TOTAL		141

Q20 About you: Ethnicity - I would describe my ethnic group as:

Answered: 141 Skipped: 15



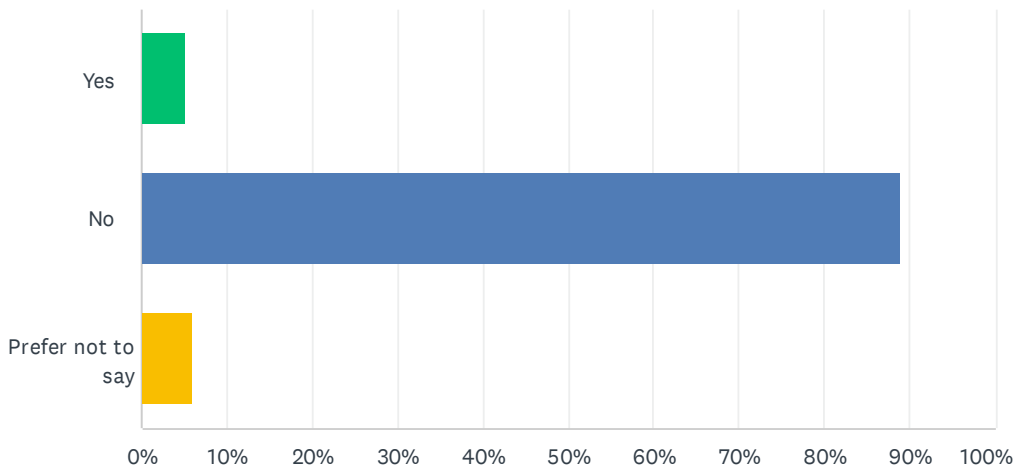
FACULTY OFFICE - NOTARY CONSUMER SURVEY - February 2022



ANSWER CHOICES	RESPONSES	
Asian/Asian British - Bangladeshi	0.00%	0
Asian/Asian British - Chinese	2.84%	4
Asian/Asian British - Indian	3.55%	5
Asian/Asian British - Pakistani	0.71%	1
Asian/Asian British -Any other Asian background (please write in below)	0.71%	1
Black/Black British - African	2.13%	3
Black/Black British - Caribbean	0.71%	1
Black/Black British - Any other Black background (please write in below)	0.00%	0
Mixed or multi ethnic - White and Asian	0.00%	0
Mixed or multi ethnic - White and Black African	0.71%	1
Mixed or multi ethnic - White and Black Caribbean	1.42%	2
Mixed or multi ethnic - White and Chinese	0.71%	1
Mixed or multi ethnic - any other mixed multiple ethnicity (please write in below)	1.42%	2
White - British	64.54%	91
White - Irish	1.42%	2
White - Gypsy or Irish Traveller	0.00%	0
White - any other White background (please write in below)	9.22%	13
Other ethnic group - Arab	0.00%	0
Other ethnic group - any other ethnic group (please write in below)	0.71%	1
Prefer not to say	9.22%	13
TOTAL		141

Q21 Disability - the definition of disability is a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities. Do you consider yourself to have a disability?

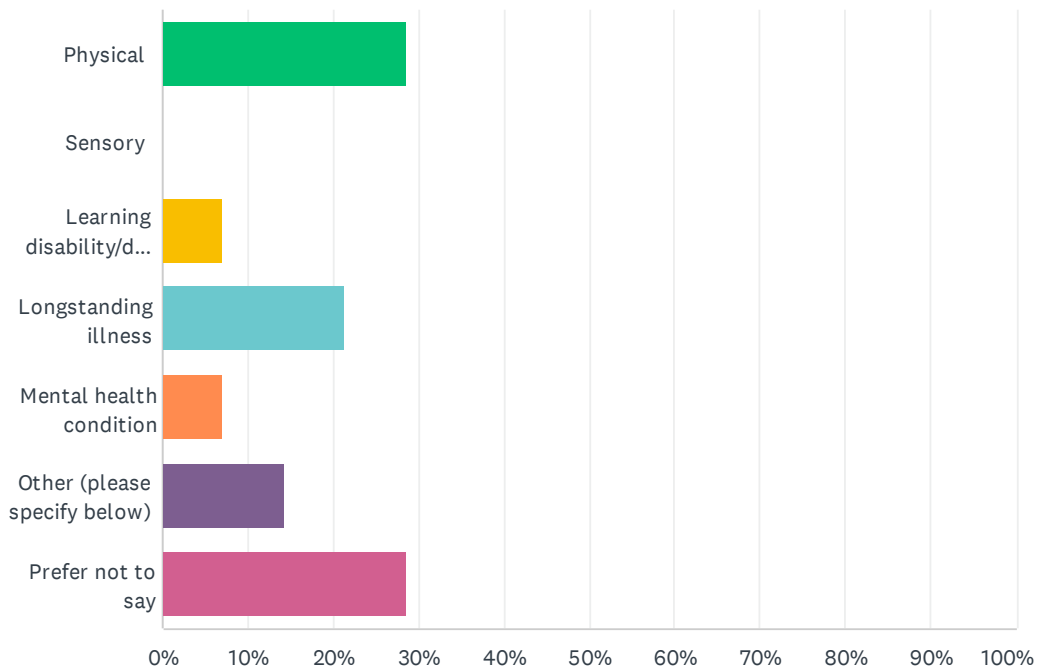
Answered: 136 Skipped: 20



ANSWER CHOICES	RESPONSES
Yes	5.15% 7
No	88.97% 121
Prefer not to say	5.88% 8
TOTAL	136

Q22 If you answered 'Yes' to question 21, please state the type of disability which applies to you. People may experience more than one type of disability, in which case you may indicate more than one.

Answered: 14 Skipped: 142



ANSWER CHOICES	RESPONSES	
Physical	28.57%	4
Sensory	0.00%	0
Learning disability/difficulty	7.14%	1
Longstanding illness	21.43%	3
Mental health condition	7.14%	1
Other (please specify below)	14.29%	2
Prefer not to say	28.57%	4
Total Respondents: 14		