

# CLIENT FEEDBACK 2014



*We hope to see more surveyors of his standard.*

BSM UK is very happy and satisfied with the professional service that IOM ship registry provides.

Nice bunch in the IOM, very helpful and friendly!

**Very smooth and efficient communication and organisation of the audit**

*Service was well executed in a timely and professional manner.*

We have found them (IOM Surveyors) to be extremely helpful and informative.

*The inspectors demeanour towards crew was exemplary.*

Brilliant service. Thank you so much.

**Through the audits and the consequent observations, we get the opportunity to improve our Safety Management System.**

Quick to respond to any of my e-mails, questions, requests etc..

**Certificate service standard is high as usual**

***Thanks a lot for your fast help.***

Wow – that was fast, even by your speedy standards

Cheers – as always, 1<sup>st</sup> Class Service from you all.



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*Your great co-operation did not remain undetected by everyone; an original British gentleman I have to admit.*

**You've been incredibly helpful -  
we'll do our best to bring you a  
more interesting case next time !**

**PS: you are a legend...**  
*(we have a legend among us)*

I'm constantly approached by other flags, all touting for business of course, but to date I honestly can't see the benefits of changing.



Once again I find myself thanking you for your prompt and efficient manner. Unfortunately not as common place in the busy world as one would think. I hope your organisation values your efforts

**So far we have a very positive experience with IOM mostly thanks to its people ;)  
I think more vessels will follow soon.**

*What a wonderful achievement, you are the man. This really makes me proud to be under your flagship, thank you ever so much and very well done to you.*

**As always, great service which is much appreciated.**



**We are not surprised any more with  
your prompt responses.**

**You are amazing!!**

**Blimey that was quick!**

***You are a goddess!****(Goddesses and legends, whatever next...??)*

**AWESOME**

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Thanks for your swift answer

*A massive thank you for your continued support*

As always the IOM & your team are a cut above the rest.

*Thank you very much for your kind assistance yesterday afternoon. We highly appreciate the service provided from the IOM Registry!*

**Overall extremely happy.**

...a very happy customer and now a great ambassador thanks to your excellence in all that you do

*...the change of flag process has been going a lot smoother than I've even dared to hope for. If I ever had a "Good guys" list, you would surely have made it after this :-)*

**Many thanks, as efficient as always**

I would also like to thank you personally for the good treatment of our file. It was a pleasure working with you!

Thanks for your prompt and pragmatic response, much appreciated.

**He (the surveyor) was very thorough in his survey and at the same time approached each item with a high degree of professionalism.**

A LONG AND COMPREHENSIVE AUDIT AND SURVEY BUT IT WAS MY PLEASURE TO WORK WITH THE SURVEYOR.

Thanks! That was quick (☺)!

**I have always found the Isle of Man Ship Registry easy to deal with and understanding of our status as a private yacht.**



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You have definitely put a good team together, and I'm absolutely delighted with the way things have panned out. I'm constantly approached by other flags, all touting for business of course, but to date I honestly can't see the benefits of changing.

I must say I'm very impressed in the turnaround of this Transcript.

You just made my day

...needless to say that so far so good and all the best to you as one of the best shipping registrars I ever came across.

All went like clockwork!

*You are a real precious. Thank you very much*

Your prompt response as usual well noted

Very happy with IOMSR service, responses and actions

**YEAH – you ARE MAGNIFICENT!!**



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*Just want to  
thank you very  
much for your  
great support*

**Highly appreciate your swift reply. Thank you very much.**

Our thanks to you all, whose support and understanding is highly appreciated and acknowledged here

***Very impressed with new endorsement application form***

Thanking you once again for your excellent Cooperation/ Professionalism extended during the Surveys onboard our subject vessel and I look forward to many more such associations in future.

*You are a star ☺*

Many thanks for your excellent assistance again, much obliged.

**You were the quickest so far! Thanks again!**

Many thanks, this is most helpful and really appreciate your immediate response.

**WE HOPE THAT CONTACTS WITH IOM AUTHORITIES WILL HELP US TO KEEP UP HIGH STANDARD OF IOM SHIPS FLAGS.**

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*Many thanks for that - you've done a super job!*

Extensive knowledge and information during the audit.

*Brilliant service!!*

**The audit was well prepared and carried out in a very professional manner.**

Thank you everyone for your prompt and efficient response. It is really appreciated.



*Thank you for the prompt turn around.*

**YOU'RE WONDERFUL! THANKS FOR THE SWIFT ACTION, MUCH APPRECIATED.**

**Many thanks for another marvellous job and excellent cooperation - you are just great.**

*Thanks so much for that! I'll be able to enjoy my weekend now.*

*...many thanks for your kindly reply.*

**IT WAS A PLEASURE TO DEAL WITH THE SURVEYOR.**

**“You are a star, a super nova”.**