
CUSTOMER SATISFACTION SURVEY



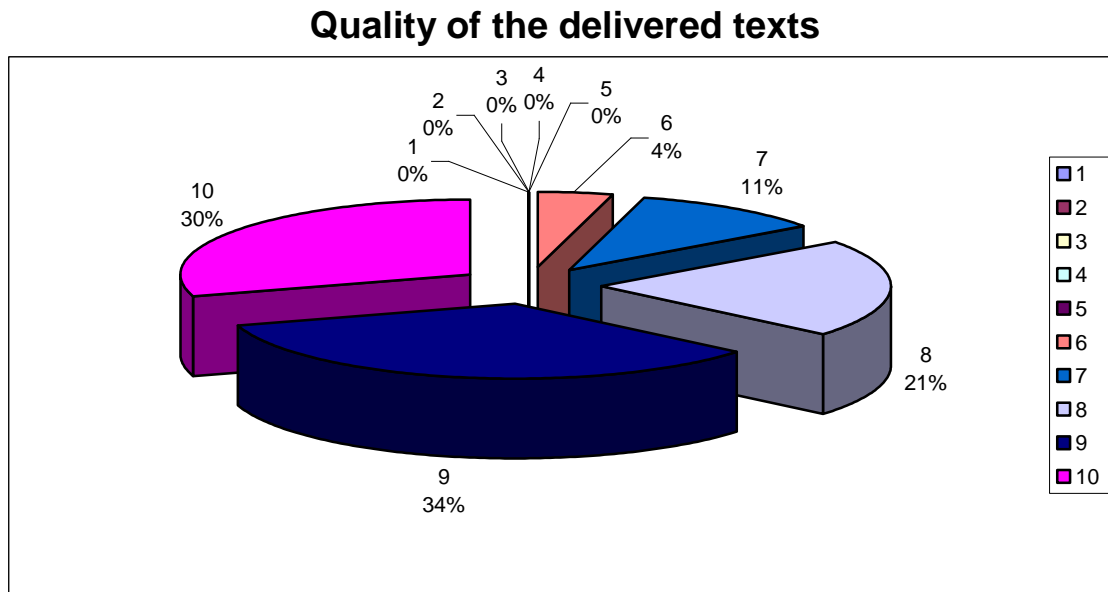
CUSTOMER SATISFACTION SURVEY RESULTS

INK Multilingual Solutions sent a satisfaction survey to its customers, **distributed for the first time in three different languages** according to each customer's preferences, in order to assess their opinion about the services and products on offer.

The survey ended 10 days, with 48 out of 394 customers filling out the survey. This figure represents **12.18% of our customers**.

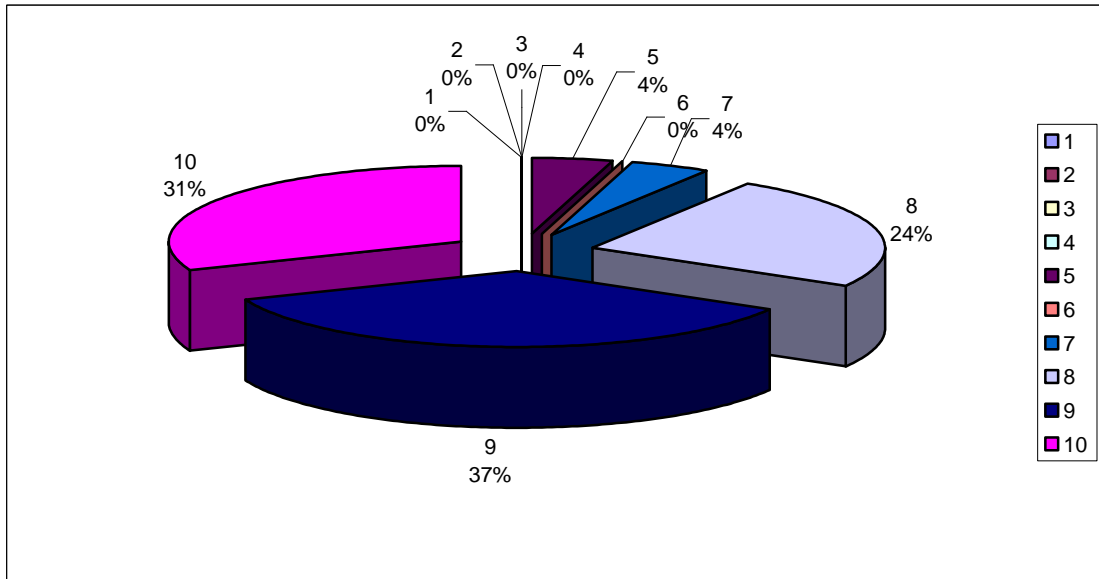
The **results obtained are fully satisfactory**. They show a clear improvement in comparison with the results of the previous year's survey in most aspects, which were predominantly rated with the highest scores, that is between 8 and 10 on a scale from 1 to 10.

Customers were asked to rate different aspects and to score them within the scale mentioned above. The percentages of the **results are as follows**:



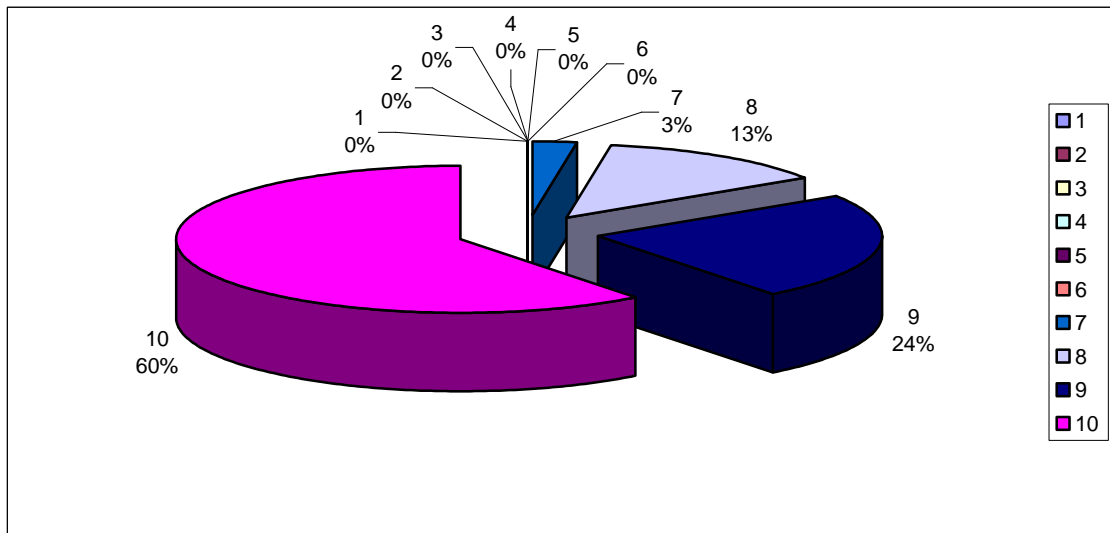
As far as the quality of the texts that INK Multilingual Solutions delivers is concerned, **30% of customers gave a score of 10, 34% a score of 9**, 21% a score of 8 and the rest gave a score of 7 (11%) and 6 (4%). Consequently, if we take the highest percentage of our customers, the **quality of our texts** can be **given a score of 9** out of 10. This result confirms that we have achieved the quality objectives we had established.

Time taken to prepare quotes



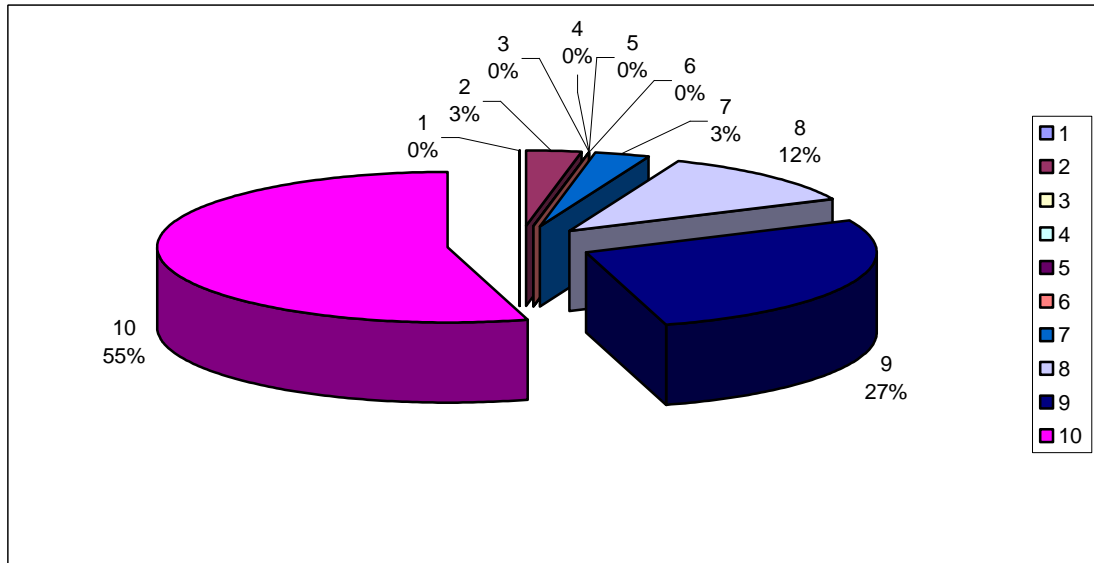
In relation to the time taken to prepare quotes, **31% of our customers gave a score of 10, 37% a score of 9, 24% a score of 8 and the rest a score of 7 (4%) or 5 (4%).** Consequently, if we take the highest percentage of our customers, **they score our response time in preparing quotes with a 9.**

Timeliness of job deliveries



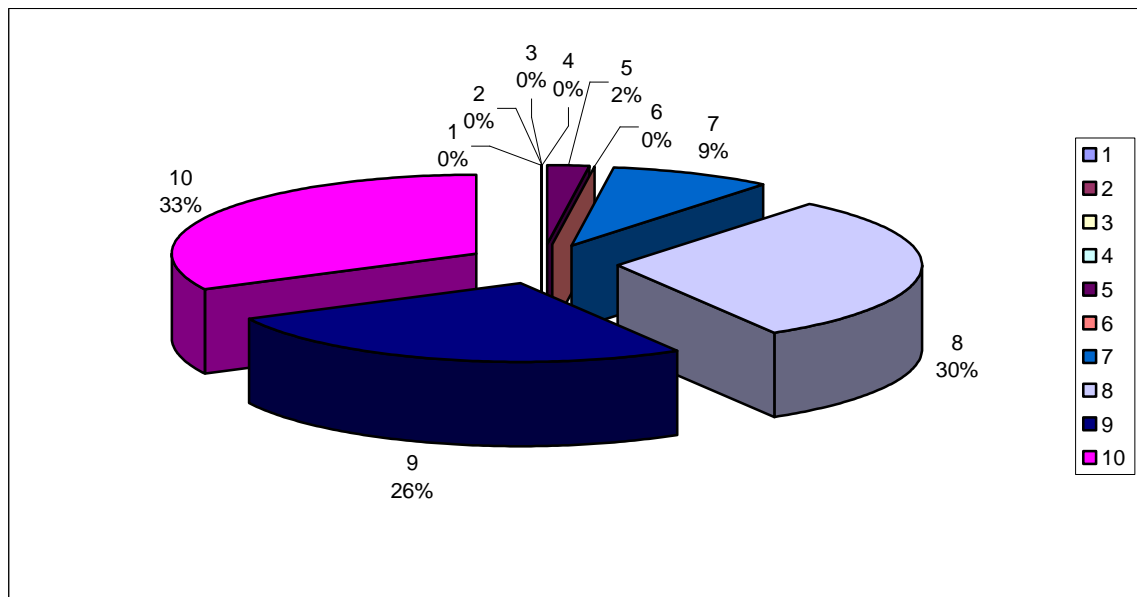
A **clear percentage (60%)** of our customers **score** our timeliness of delivering finished work **with a 10.** 24% score this point with a 9, 13% with an 8 and the rest (3%) score it with a 7. Consequently, the highest percentage in relation to **punctual delivery of work** refers to a **score of 10.**

Communication response time



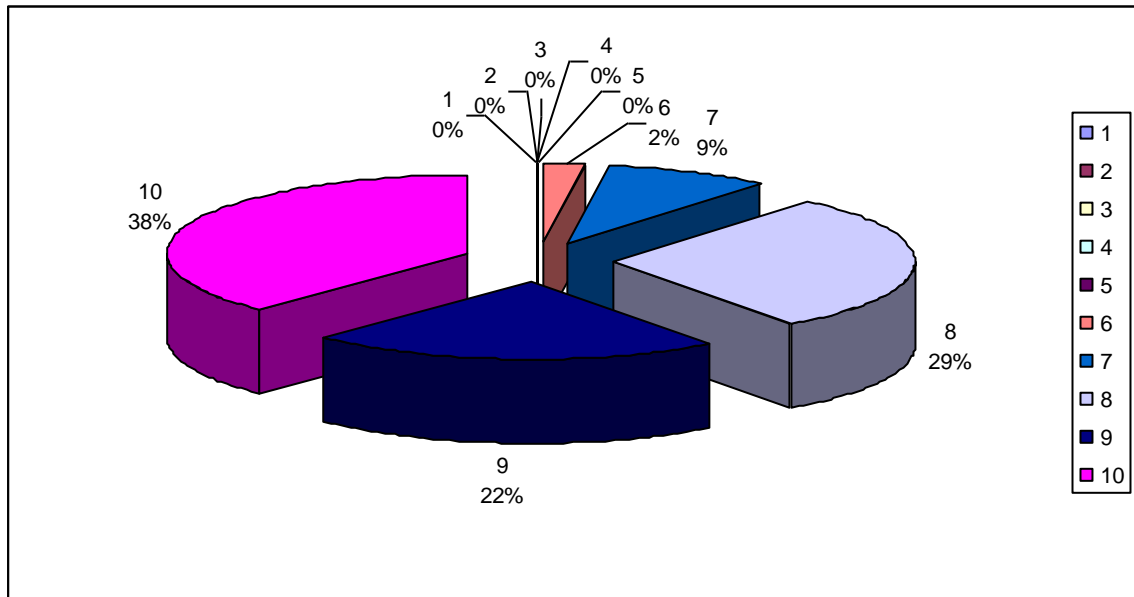
In relation to our **communication response time**, both by telephone and email, a **clear percentage (55%)** of our customers give this point a **score of 10**. 27% of our customers give this point a score of 9, 12% a score of 8 and the rest give a score of 7 (3%) or 2 (3%). Consequently, a clear majority of our customers **score our communication response time with a 10**.

Response time for solving problems



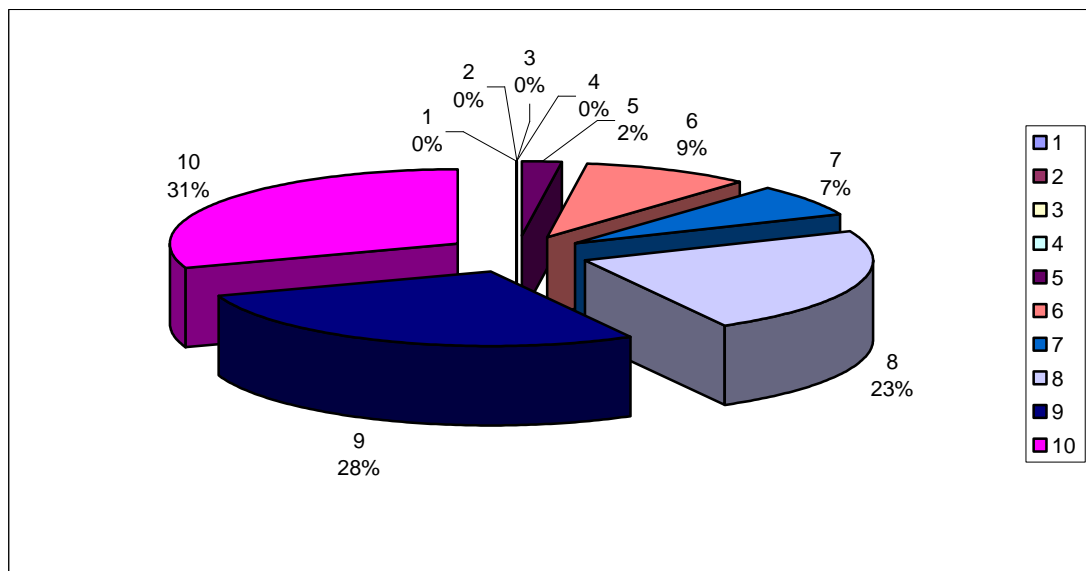
In relation to our response time for solving problems, **33% of our customers gave a score of 10**, 26% a score of 9, 30% a score of 8 and the rest gave a score of 7 (9%) or 5 (2%). Consequently, if we take the highest percentage we can see that our **timeliness in solving problems** is mainly **scored with a 10**.

Time taken to manage minimum charge jobs



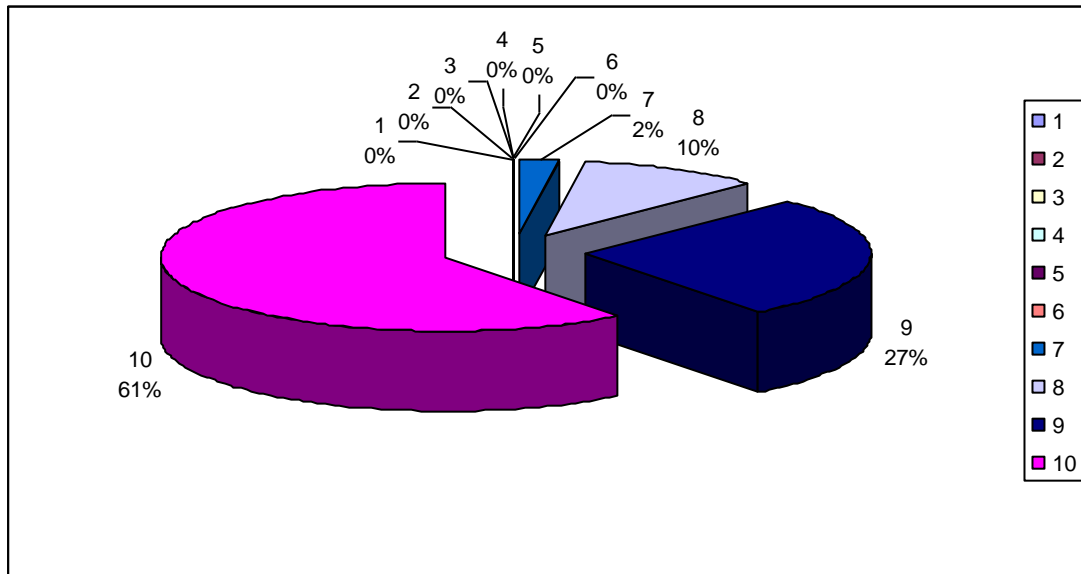
In relation to the **time we take to manage minimum charge jobs**, **38% of our customers score this point with a 10**, 22% with a 9, 29% with an 8 and the rest score it with a 7 (9%) or a 6 (2%). The highest percentage therefore indicates that our customers primarily score the **time we take to manage minimum charge jobs with a 10**.

Ability to take on large orders and meet fast turnarounds



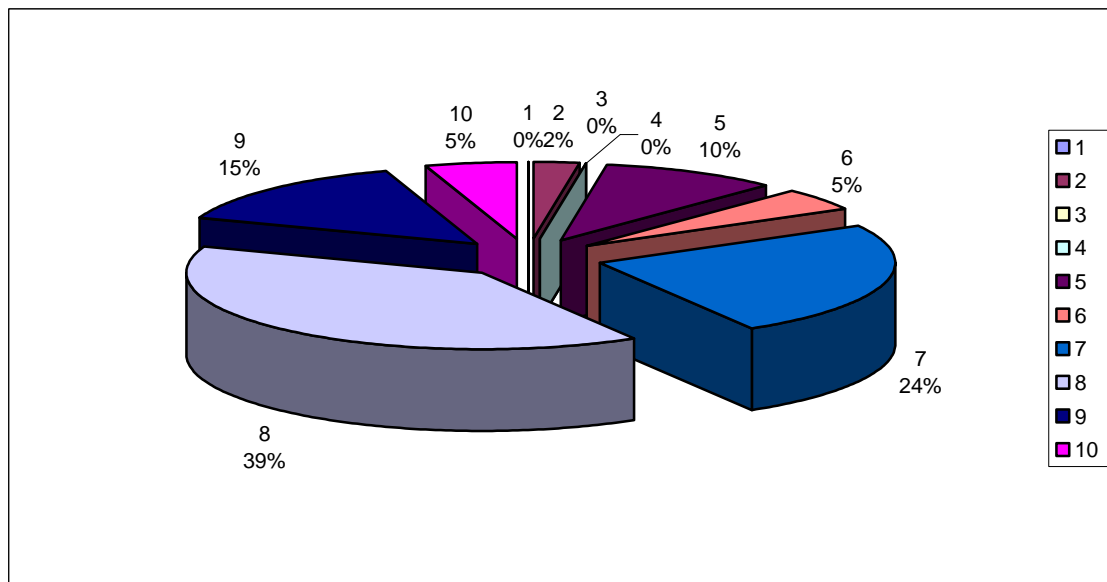
In relation to our ability to take on large orders and meet fast turnarounds, **31% of our customers give this point a score of 10**, 28% a score of 9, 23% a score of 8 and the rest give it a score of 7 (7%), 6 (9%) or 5 (2%). Consequently, if we take the highest percentage we can see that our customers **mainly score our ability to take on large jobs and meet fast turnarounds with a 10**.

Relations with the contact person and the treatment received



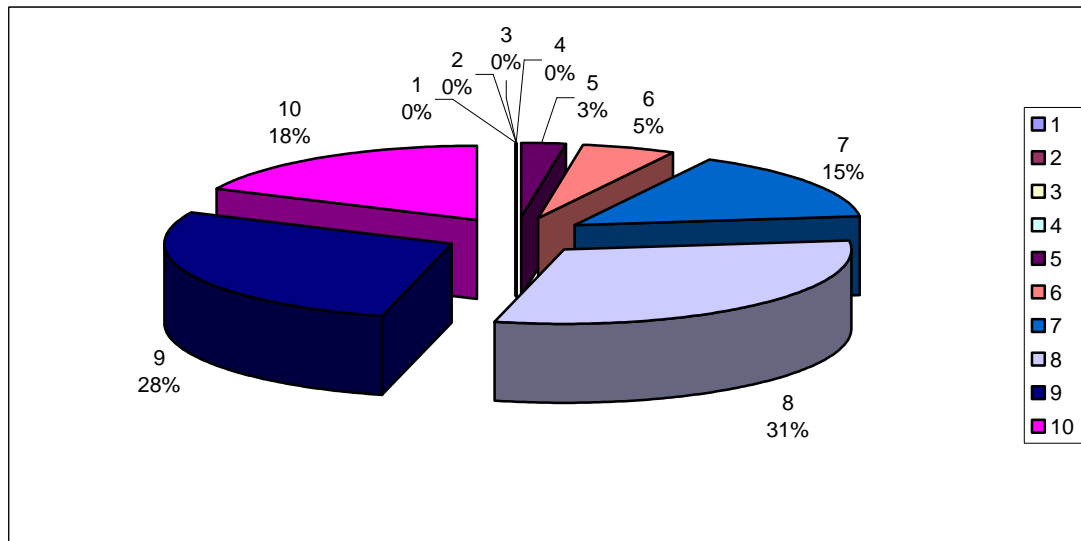
A clear percentage (**61%**) of our customers score their relations with the contact person and the treatment they received from INK Multilingual Solutions with a 10. 27% score this point with a 9, 10% with an 8 and 2% value it with a 7. Therefore, the clear majority **score their relations with the contact person and the treatment they received with a 10.**

Price



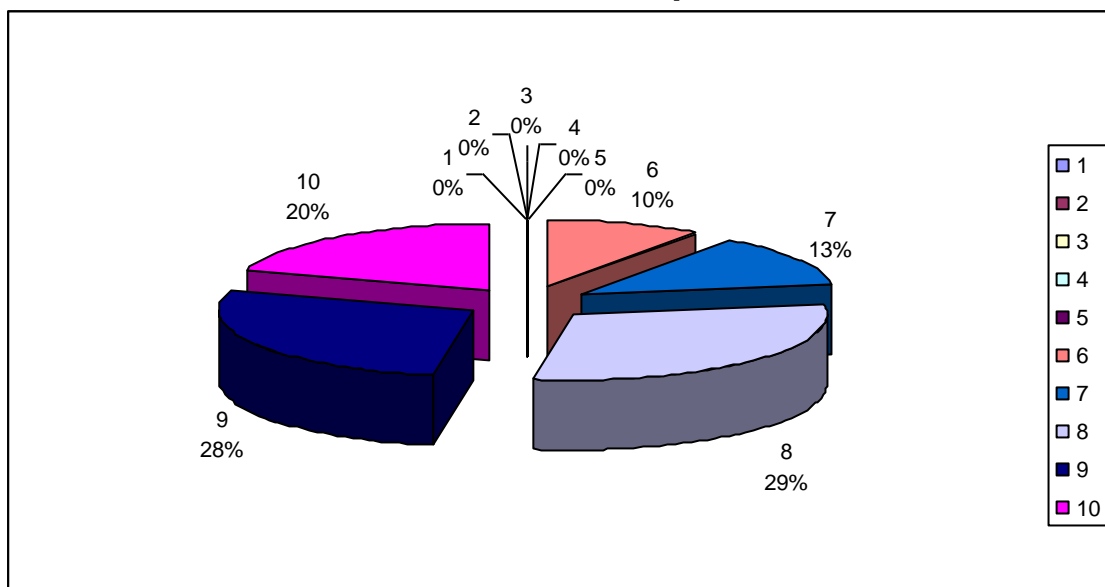
Opinions on scoring the price of our products showed more diversification. 5% of customers score this point with a 10, 15% with a 9, **39% with an 8**, 24% with a 7, 5% with a 6, 10% with a 5 and 2% with a 2. The highest percentage indicates that our customers **most often score the price of our products with an 8.**

Front-desk telephone manner



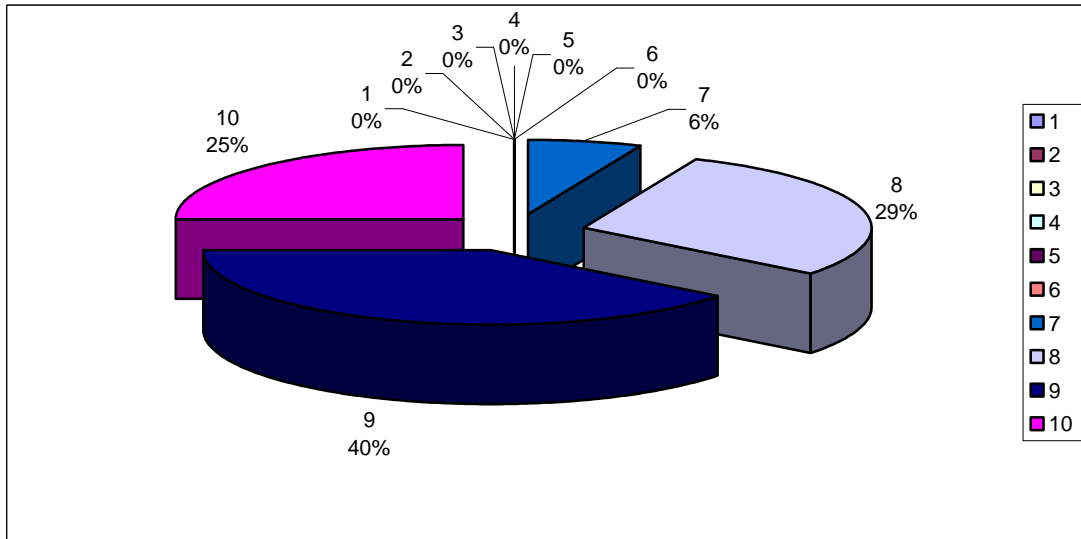
The front-desk telephone manner was given a score of 10 by 18% of our customers, 9 by 28% and **8 by 31% of customers**. The rest of customers gave it a score of 7 (15%), 6 (5%) or 5 (3%). Consequently, the highest percentage indicates that our customers mainly score our front-desk telephone manner with an 8.

Administrative aspects



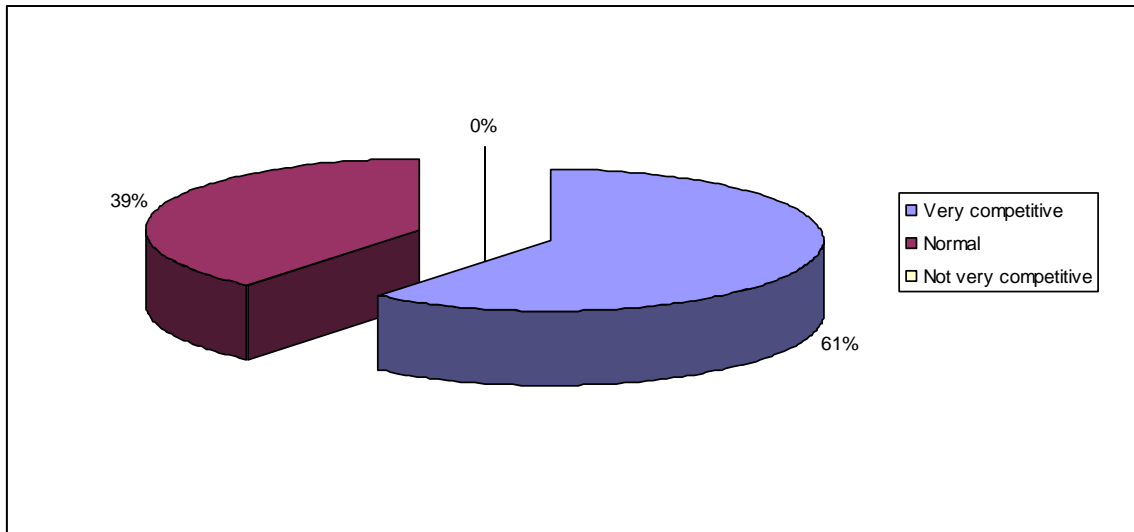
In relation to administrative aspects, 20% of our customers scored this point with a 10, 28% with a 9, **29% with an 8** and the rest with a 7 (13%) or a 6 (10%). Consequently, the score that received the highest percentage in relation to administrative aspects was an 8.

Level of trust in our services



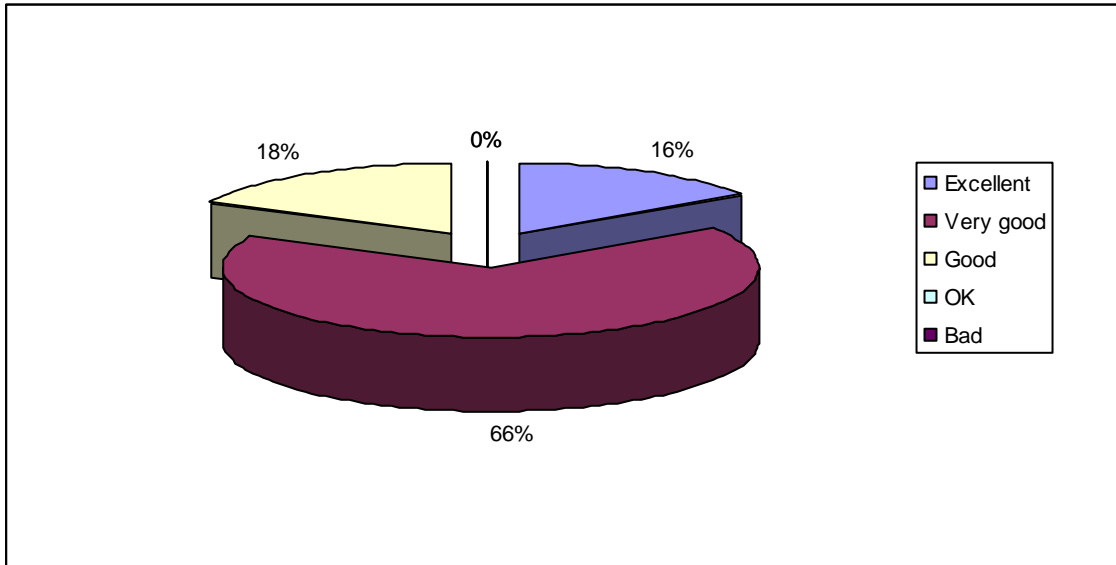
25% of our customers score the level of trust they have in our services with a 10. **40% of our customers give a score of 9**, 29% with 8 and a small 6% give a score of 7. Consequently, the clear majority of our customers rate their level of trust in our services with 9 out of 10.

Opinion on our position in the market



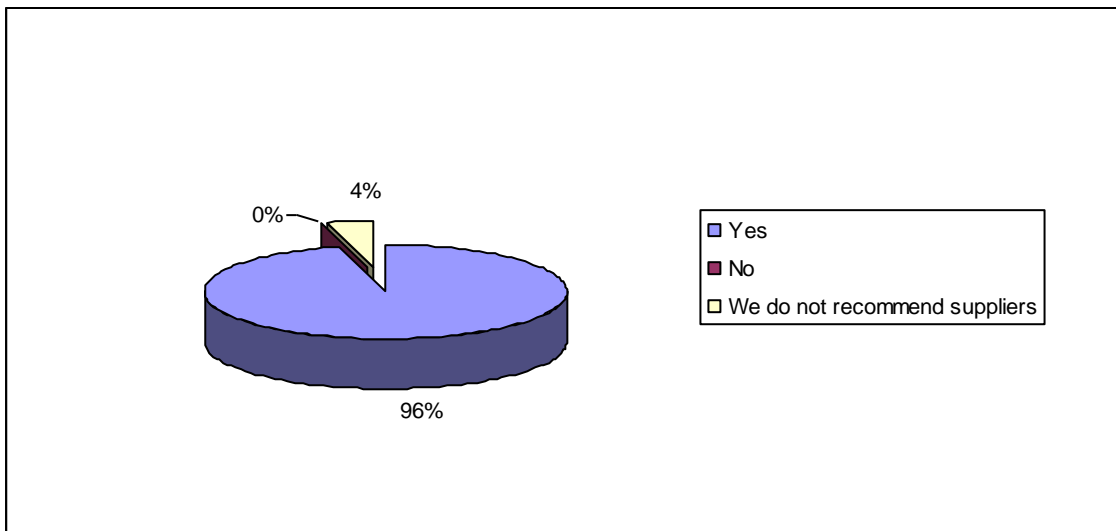
61% of our customers think that our position in the linguistic service market is very competitive. The rest (39%) think it is normal. No customer thought that we were not competitive.

Overall opinion about INK Multilingual Solutions



16% of our customers have an **excellent** overall opinion of our company. A clear percentage of **66% have a very good opinion** and 18% have a good overall opinion of our company. No customer chose the normal or bad option.

Would you recommend our services?



An **overwhelming percentage of 96% of our customers would recommend our services** to others. 4% indicated that they do not usually recommend suppliers. None of our customers answered this question with a negative response.