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# 2016 Results: Customer Experience Survey

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Thank you to everyone who completed our 2016 Customer Experience Survey. We know how busy you are, and we appreciate you taking the time to share your feedback!

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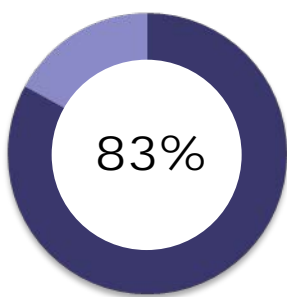
## WHY DO WE DO THE CUSTOMER EXPERIENCE SURVEY?

- It gives us a chance to assess your overall satisfaction level with TPR services
  - It provides valuable feedback on the issues that are most important to you
  - It highlights areas where we can improve our service delivery
  - It identifies opportunities for us to create more value for you
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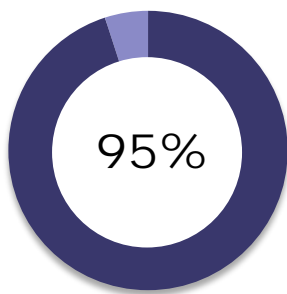
## 2016 SURVEY HIGHLIGHTS



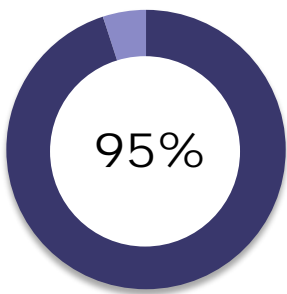
Number of customers who completed the 2016 survey



Customers who reported having either “above average” or “superior” overall customer experiences with TPR



Customers who said TPR's product reliability was either “above average” or “superior”



Customers who said they had either an “above average” or “superior” level of trust in TPR as a service provider

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## AREAS FOR IMPROVEMENT IN 2017

- Invest in more **training** for our Client Service Team
  - Improve and simplify the **account setup** and application process
  - Increase the amount of **in-person training** opportunities available to our customers
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### DRAW WINNER

Congratulations to Jeanne B. from Caisse Financial Group for winning the draw for a 32 GB iPad Mini 2!