

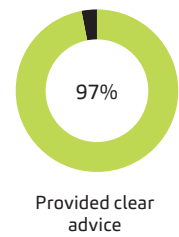
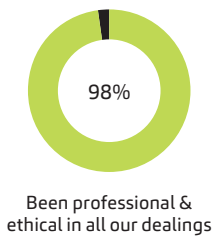
# 2019 client satisfaction survey results

Delivering outstanding client service is at the heart of everything we do, which is why our annual client satisfaction survey and its findings are of great importance to us.

Client feedback helps us to continuously improve and strive to be the best we can be, which is one of our core values. The survey was sent to over 4,200 clients by email. Our results are shown below:



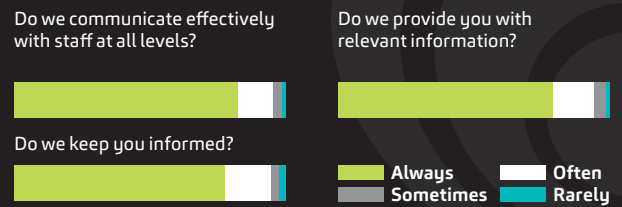
## Have we...



## Our clients rated us as good or excellent in:



## Communication



Would you confidently recommend us to your contacts?



## How satisfied are you that MHA Moore and Smalley...

Treat you as an important client	3.4/4
Show an interest in your business	3.3/4
Meet your expectations	3.3/4
Listen to you and understand your goals	3.3/4
Understand your business	3.3/4
Deliver outstanding client service priorities	3.3/4
Understand your industry	3.3/4

KEY  
0 – Not at all | 1 – Not very well | 2 – Fairly well | 3 – Sometimes | 4 – Always

## What our clients tell us they like most about us

Reliable	Efficient	Attention to detail
Knowledgeable	Building great client relationships	A key business partner
Trustworthy	Professional	Quality service
Approachable	Always there when needed	Friendly
Helpful and supportive	Understanding of our business	Informative

Now, for tomorrow