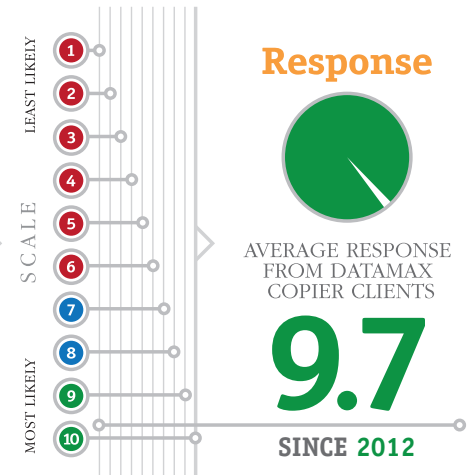




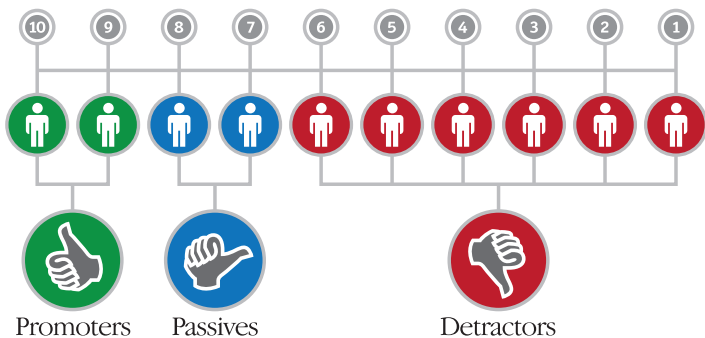
According to the Harvard Business Review, to get to the heart of client loyalty, a company need ask only a single question* — the one we are now asking.

How likely is it that you would recommend our company to a friend or colleague?

*From "The One Number You Need To Grow" by Frederick F. Reichheld, Harvard Business Review, Issue December 2003.



NPS categories break down like this:



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