

Results of our customer satisfaction survey

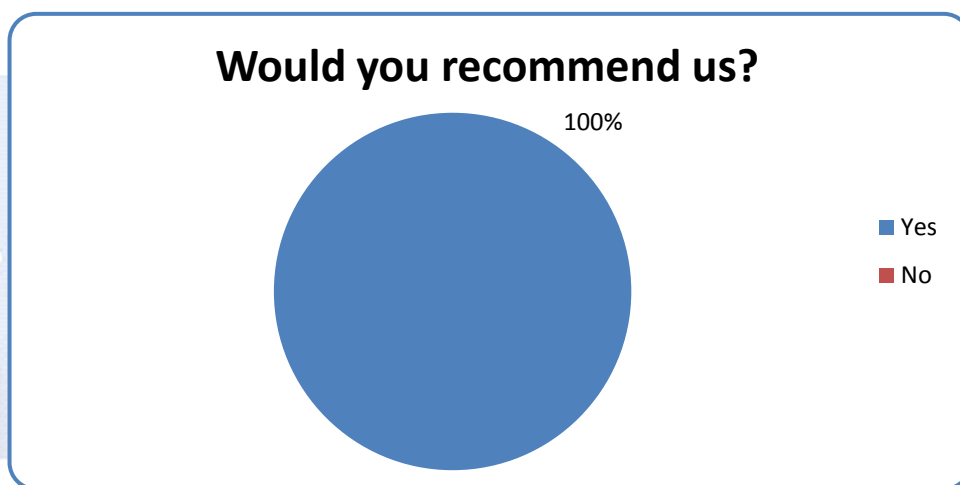
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At MeinSchreibservice.de, the opinions and feedback of our clients are critical in building and maintaining excellent customer service. Therefore, we send out a customer satisfaction survey every year to gauge clients' experiences on our company and our service offering. This year, 46 companies participated in the survey where the following services were reviewed:

- Transcription
- Translation
- Proofreading and editing
- Copywriting
- Data capturing
- Virtual assistance

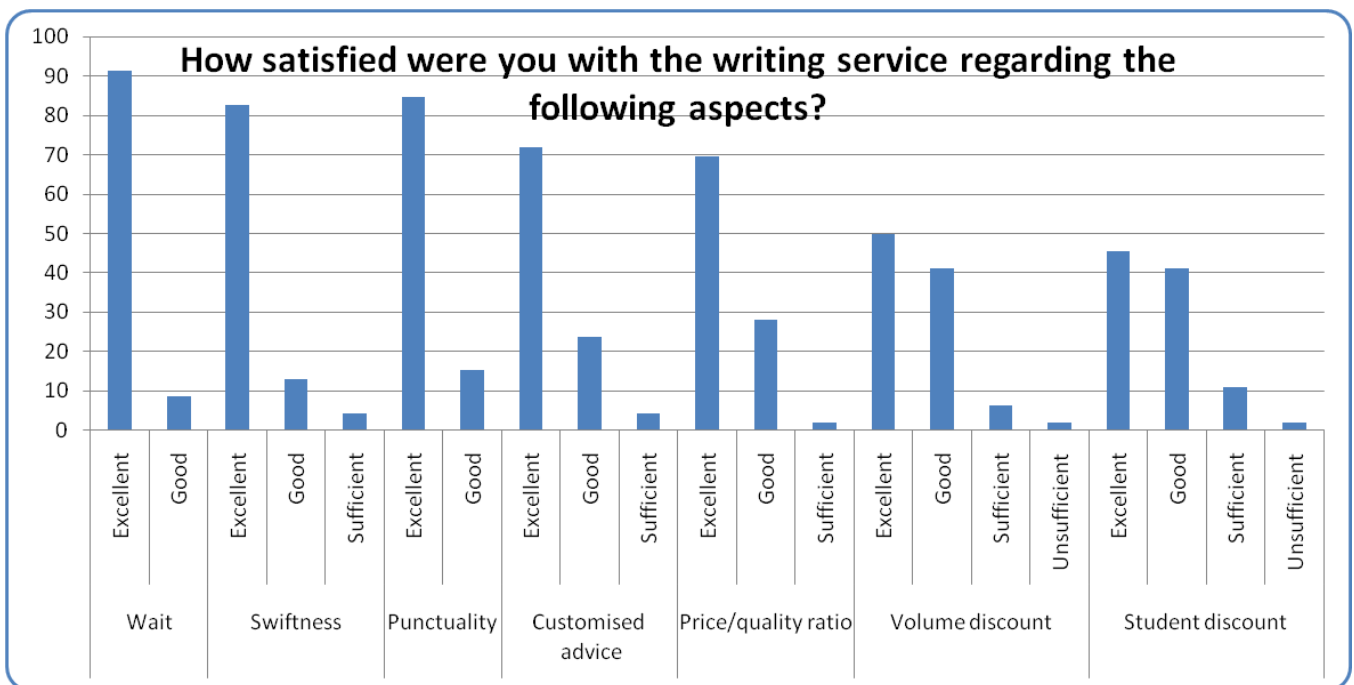
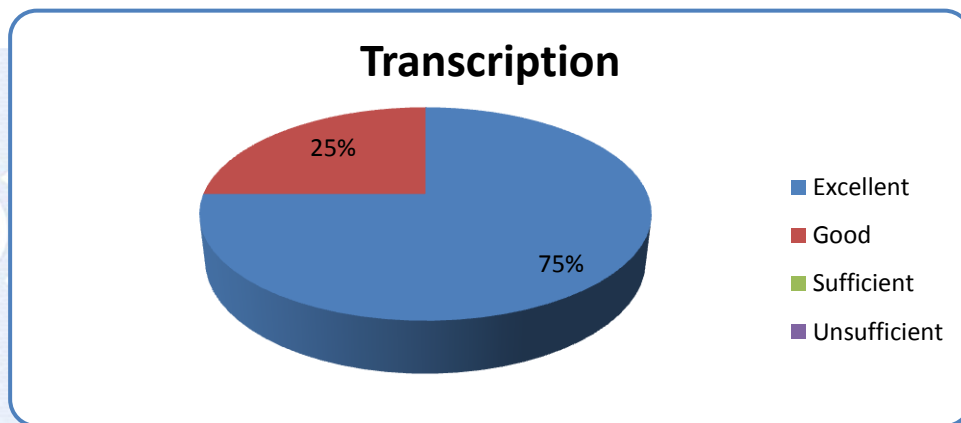
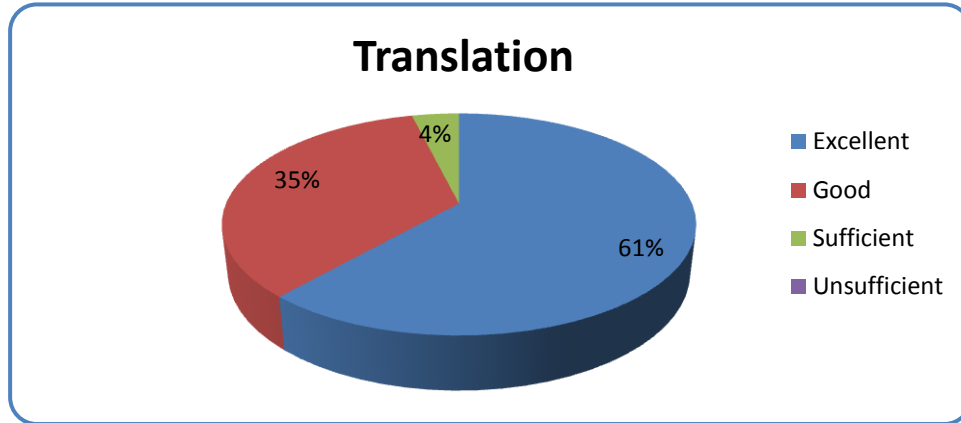
We are pleased to announce our most important result:



Do you have suggestions or requests about the services offered? (Selection of quotes)

- I am happy
- No, everything's fine, merci
- Unfortunately, I only had one opportunity to place an order. The service was very good with that one; my client was satisfied with the transcription.
- Everything is very good. Perhaps there should be an extra service: 'Just-in-time schreibservice', data transfer and get it back in an hour.
- I am extremely satisfied with the communication, processing, friendliness and quality - actually with everything.
- What's there to improve? Keep it up!!!

How satisfied were you with the quality of our following services?



What did you not like?

- Nothing
- A contact via phone did not work (connection was broken every time)
- The data upload can be simplified significantly for less technical people
- Website could be more clear - main points on the most visible place; less is more
- The transcription time is sometimes too long
- Sometimes I wish for fewer mistakes. Perhaps the typists needs better speakers; it is often names or fast speaking...
- Problems with contact by phone

What did you like best?

- Price/quality ratio and swiftness
- Fast and reliable service
- Easily accessible, friendly, reliable, fast and value for money
- Transparency - no complicated calculations, but transparency and no special surcharges
- Fast response, low price, friendly
- Quality of work and fast response time
- Speed and top results
- Speed, accuracy



Thank you for participation in the survey!