

CLIENT SATISFACTION 2020 vs 2019

Year end survey results

	2020	2019
Overall value for money		
Excellent	45%	29%
Good	45%	45%
Satisfactory	10%	18%
Poor	0%	8%

Will you use us again?

Very likely	36%	31%
Likely	36%	22%
Not applicable	7%	7%
Neutral	17%	22%
Unlikely	4%	10%
Extremely unlikely	0%	8%

Would you recommend us?

Very likely	67%	51%
Likely	24%	25%
Not applicable	7%	2%
Neutral	2%	14%
Unlikely	0%	2%
Extremely unlikely	0%	6%

Overall how would you rate your experience with Awards Intelligence?

Excellent	69%	59%
Very good	22%	20%
Good	7%	5%
Fair	2%	10%
Poor	0%	6%