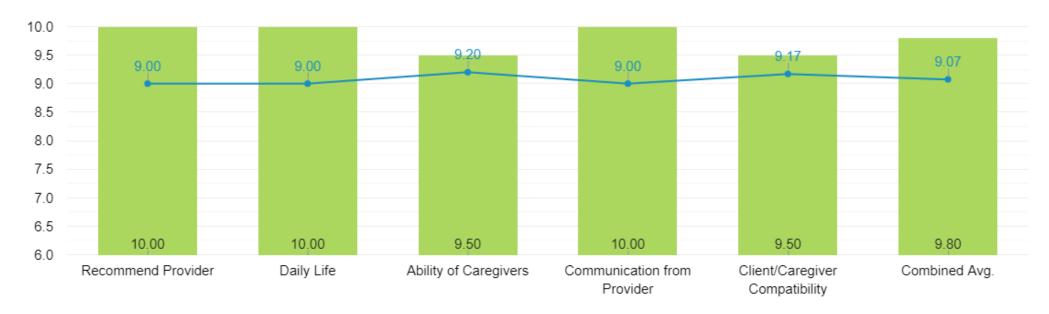


Client Satisfaction Benchmark Report

The Client Satisfaction Benchmark Report represents your client's satisfaction ratings in each of the individual categories included in our monthly client interviews. The Industry Average line represents the industry average for each category.



Selected Avg. — Industry Average