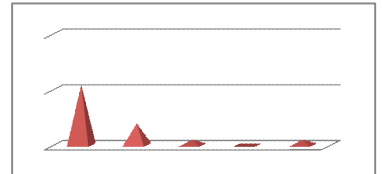


empath-e Limited - Customer Survey 2009

General

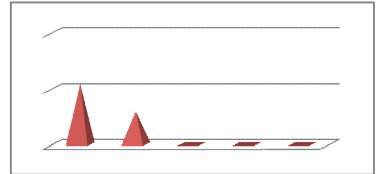
Thinking about the services you receive from empath-e, when compared with other suppliers, is this:

Much Better	11
Better	4
Similar	1
Worse	0
Indifferent	1



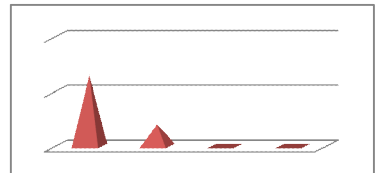
On the following scale, how would you rate your level of overall satisfaction with empath-e?

Extremely satisfied	11
Satisfied	6
Neutral	0
Dissatisfied	0
Extremely Dissatisfied	0



How likely are you to recommend empath-e to someone else?

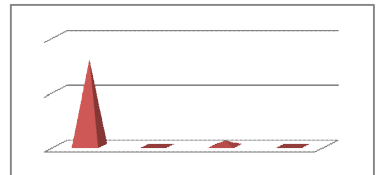
Very likely	13
Highly likely	4
Neutral	0
Would not recommend	0



Communications

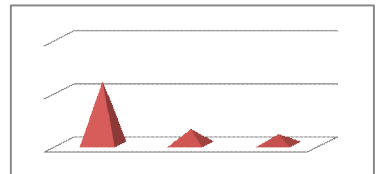
We regularly send out email updates. Do you think that we communicate enough with you?

Yes	16
No	0
Too much	1
Too little	0



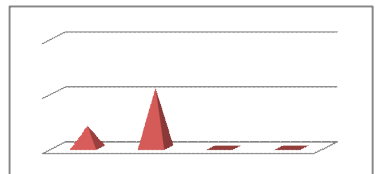
Do you currently receive our monthly technical newsletter?

Yes	12
No	3
Please Add!	2



Is the format of the newsletter?

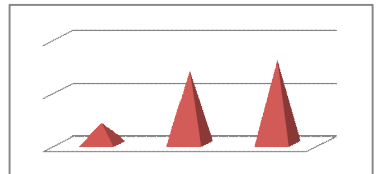
Excellent	4
Good	11
Could be improved	0
Not useful	0



Additional Services

Did you take advantage of these?

Yes	2
No	7
Thinking about	8



Support Services

Thinking about the occasions you have used our support services, and when compared with other suppliers, how would you rate us?

Excellent	10
Very good	5
Good	0
Acceptable	0
Poor	0

