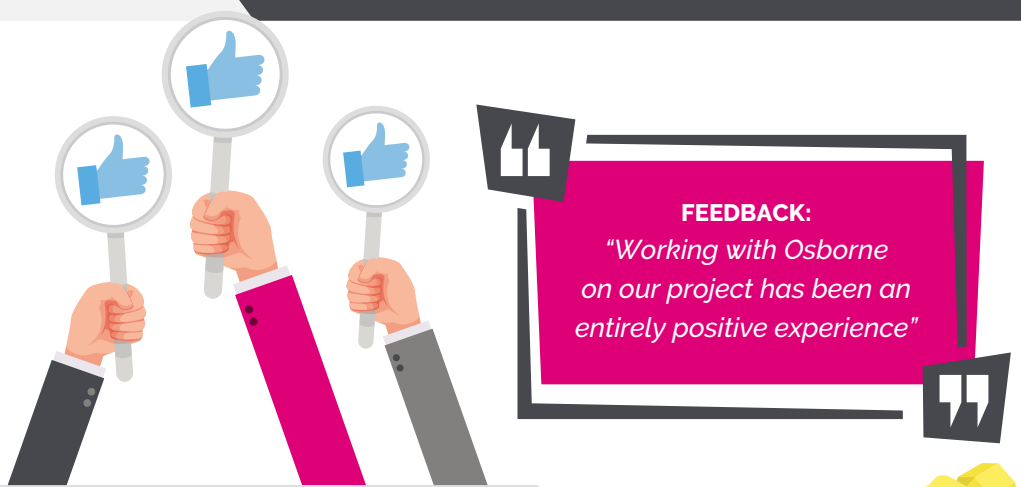




Customer Survey Results 2017

98%

RECOMMEND OSBORNE

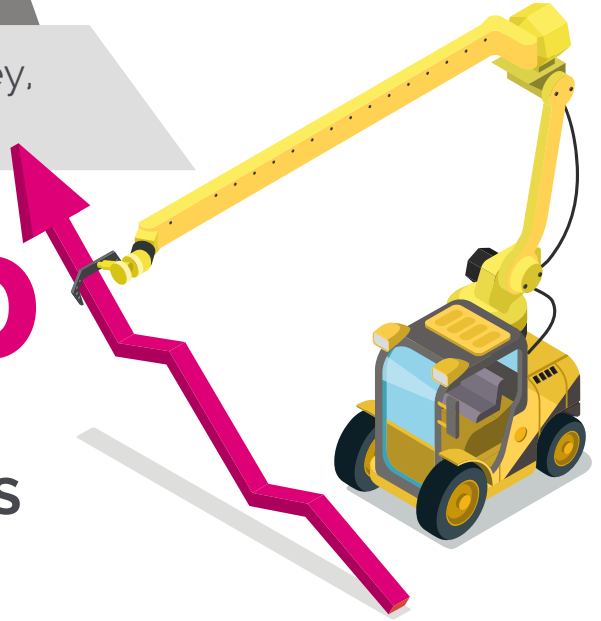


Of the customers who responded to our survey, **98%** of you would **recommend** Osborne.



9 out of 10

HAD THEIR EXPECTATIONS EXCEEDED



Our survey results showed that, from those who responded, **9 out of 10** of you found Osborne **exceeded your expectations**.

9 out of 10

POSITIVELY RATED THEIR EXPERIENCE



9 out of 10 who responded to our survey rated your experience with Osborne as **positive**.



As a learning organisation, we are always looking to **improve** how we support our customers in achieving their goals.

Our customers said that we could improve their experience by...

- 1 "Look at what technology could be used to help delivery"
- 2 "Greater clarity of delivery and be clearer in managing expectations"
- 3 "Having better control and understanding of design"



You are receiving this email as a follow up from our customer feedback invitation.

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