## Satisfied Customers

We are proud to receive monthly customer satisfaction ratings that are consistently above 95%\*

#### **Customer satisfaction research**



LIKELY TO RECOMMEND US TO **FAMILY AND FRIENDS** 



" I have been with them for years and they have always been good with me.

They're reliable and honest. Every time we take out a loan we get a letter and our Agent always explains everything. She's friendly and professional at the same time."

# Satisfied Agents

We are proud that more than 80% of agents feel that Morses Club helps them deliver great customer service\* Agent satisfaction research July 2017









OF AGENTS FEEL MORSES CLUB HELPS THEM DELIVER GREAT CUSTOMER SERVICE





OF AGENTS FIND TABLETS USEFUL FOR THEIR BUSINESS





OF RESPONDENTS ARE PROUD TO BE MORSES CLUB AGENTS







OF AGENTS UNDERSTAND THE IMPORTANCE OF TREATING CUSTOMERS FAIRLY



" The support from my manager is exceptional. I receive excellent regular training."

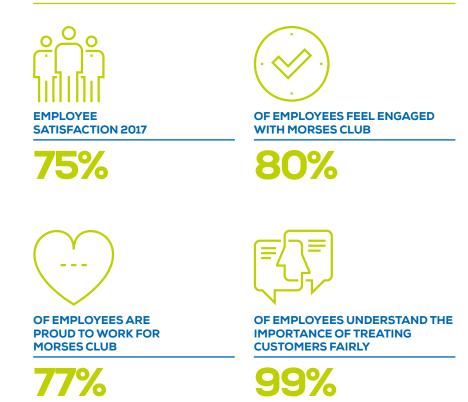


Based on annual independent satisfaction surveys (Mustard).

## Satisfied Team

We are proud that our employee satisfaction ratings increased by 20 percentage points since 2015\*

### Employee satisfaction research July 2017



" Morses Club is a very professional company, I feel valued and appreciated."



Based on annual independent satisfaction surveys (Mustard).