

Net Promoter Score

Year on year trend

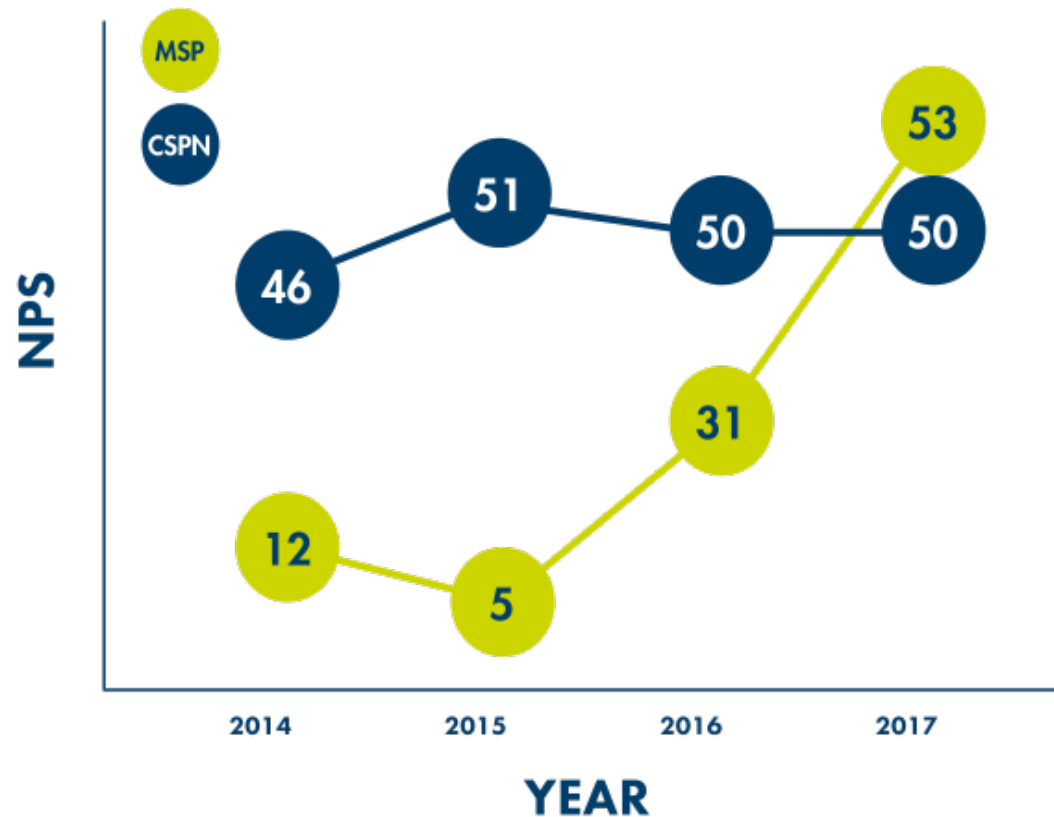
NPS core breakdowns

Score	Count			
	2014	2015	2016	2017
0	2	0	2	1
1	2	0	1	0
2	1	1	0	0
3	2	1	2	1
4	2	4	3	0
5	13	4	1	1
6	4	5	6	0
7	13	0	3	4
8	9	10	7	6
9	8	5	6	7
10	28	12	27	14

Score	%			
	2014	2015	2016	2017
0	2%	0%	3%	3%
1	2%	0%	2%	0%
2	1%	2%	0%	0%
3	2%	2%	3%	3%
4	2%	10%	5%	0%
5	16%	10%	2%	3%
6	5%	12%	10%	0%
7	16%	0%	5%	12%
8	11%	24%	12%	28%
9	10%	12%	10%	21%
10	33%	29%	47%	41%

Response rates

	2014	2015	2016	2017
No of respondents to NPS Q)	84	42	58	34
Total respondents to survey	125	88	86	65



NPS scores

Promoters (9-10)			
2014	2015	2016	2017
43%	41%	57%	62%

Passives (7-8)			
2014	2015	2016	2017
26%	24%	17%	40%

Detractors (0-6)			
2014	2015	2016	2017
31%	36%	26%	9%

NPS			
2014	2015	2016	2017
12%	5%	31%	53%

