

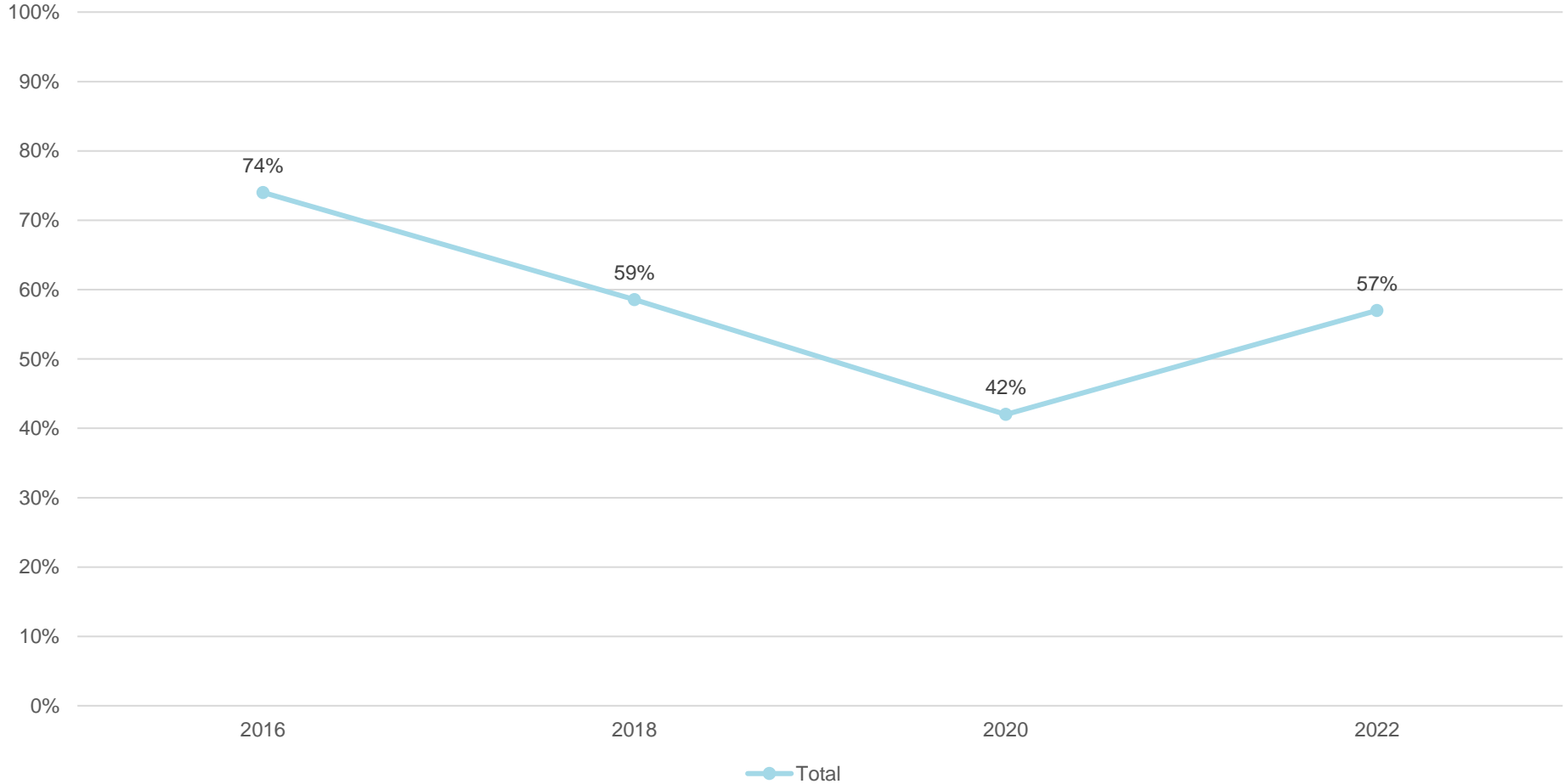


# XpertCenter AG – Evaluation of client satisfaction survey 2022

Date: 23.08.2022

 **XP**ERTCENTER

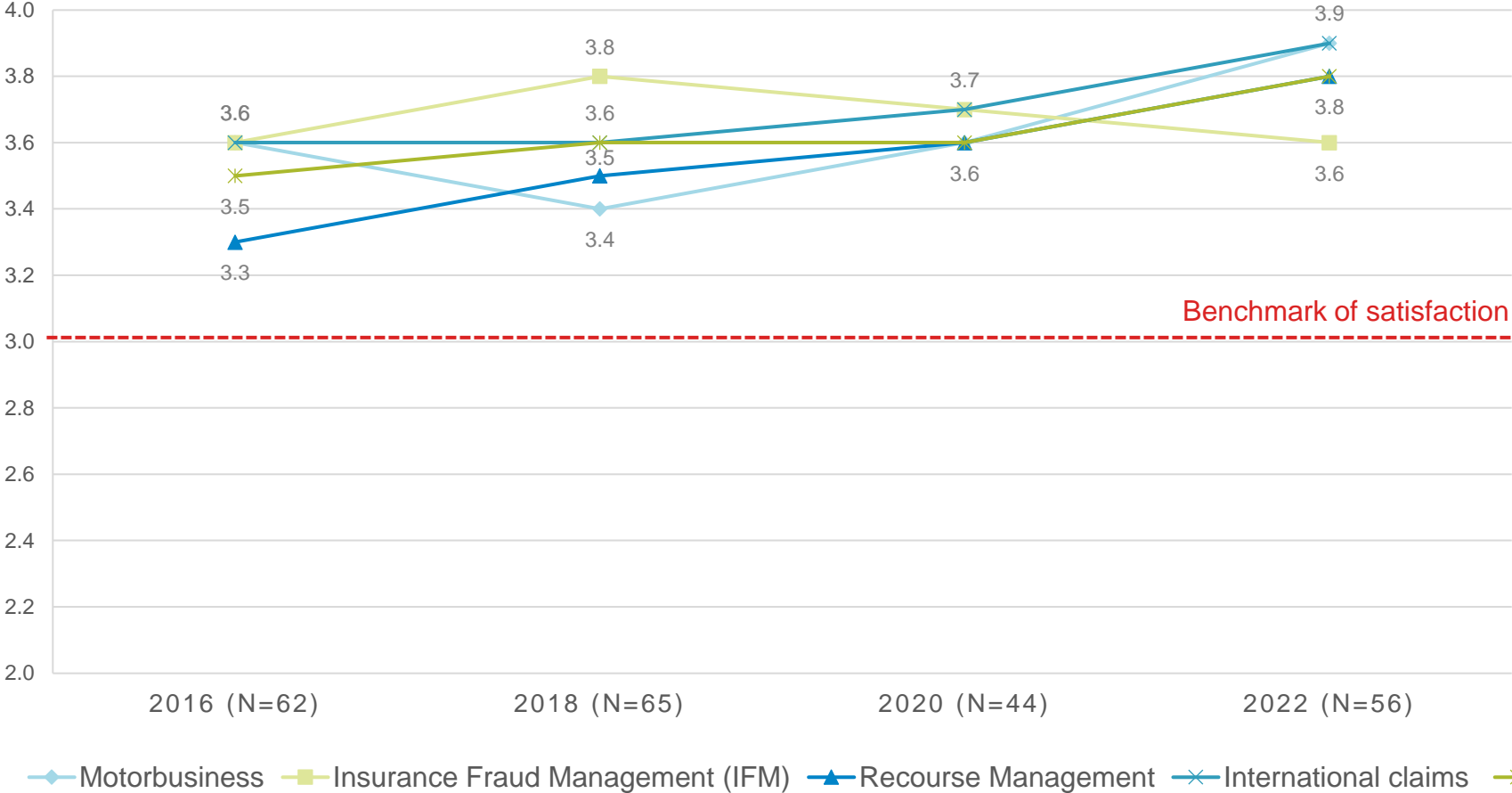
# Response rate



Of 98 invited clients 56 responded (57%).

# Overall satisfaction

How satisfied are you overall with the company as a whole?

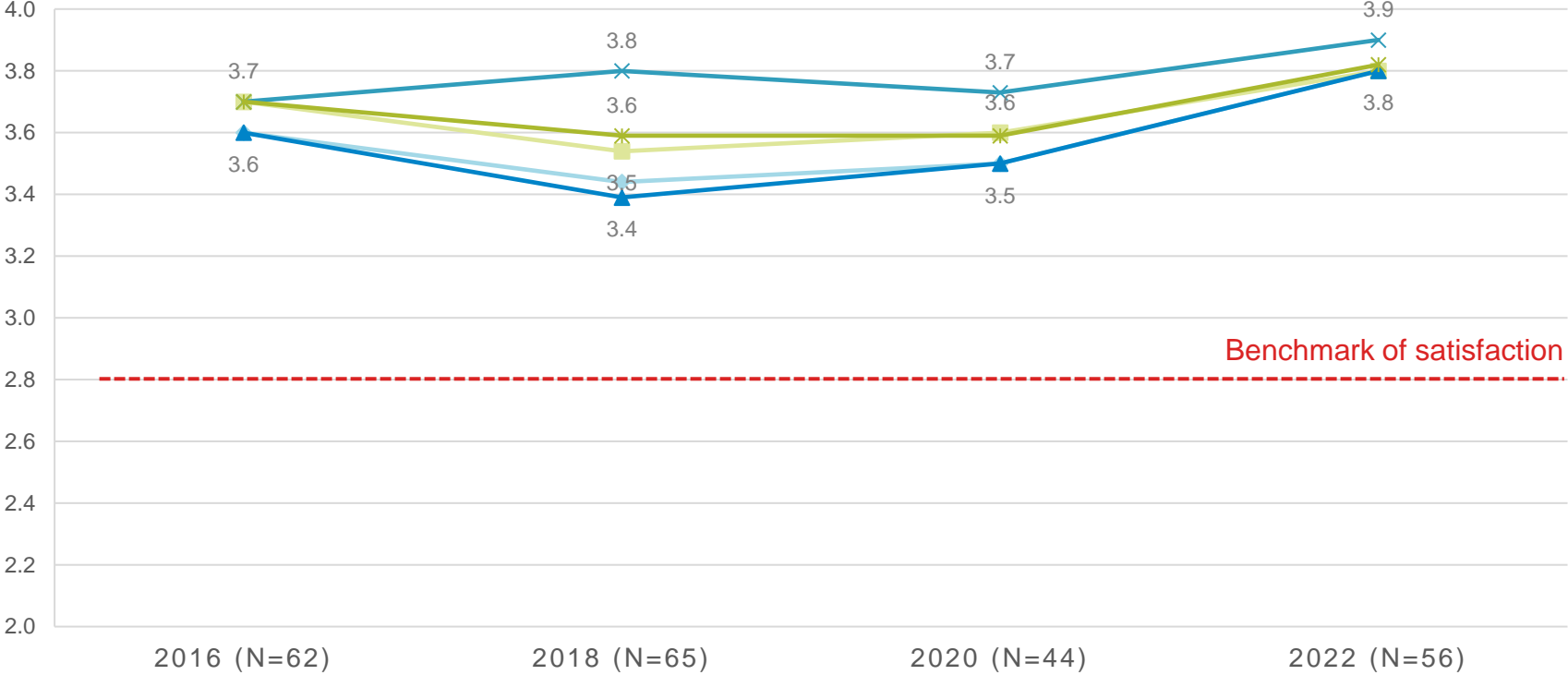


The overall satisfaction of the clients increased to 3.8 in 2022.

4: very satisfied  
 3: satisfied  
 2: partially satisfied  
 1: not satisfied

# Continuity of collaboration

Do you intend to use the services of XpertCenter in the future?



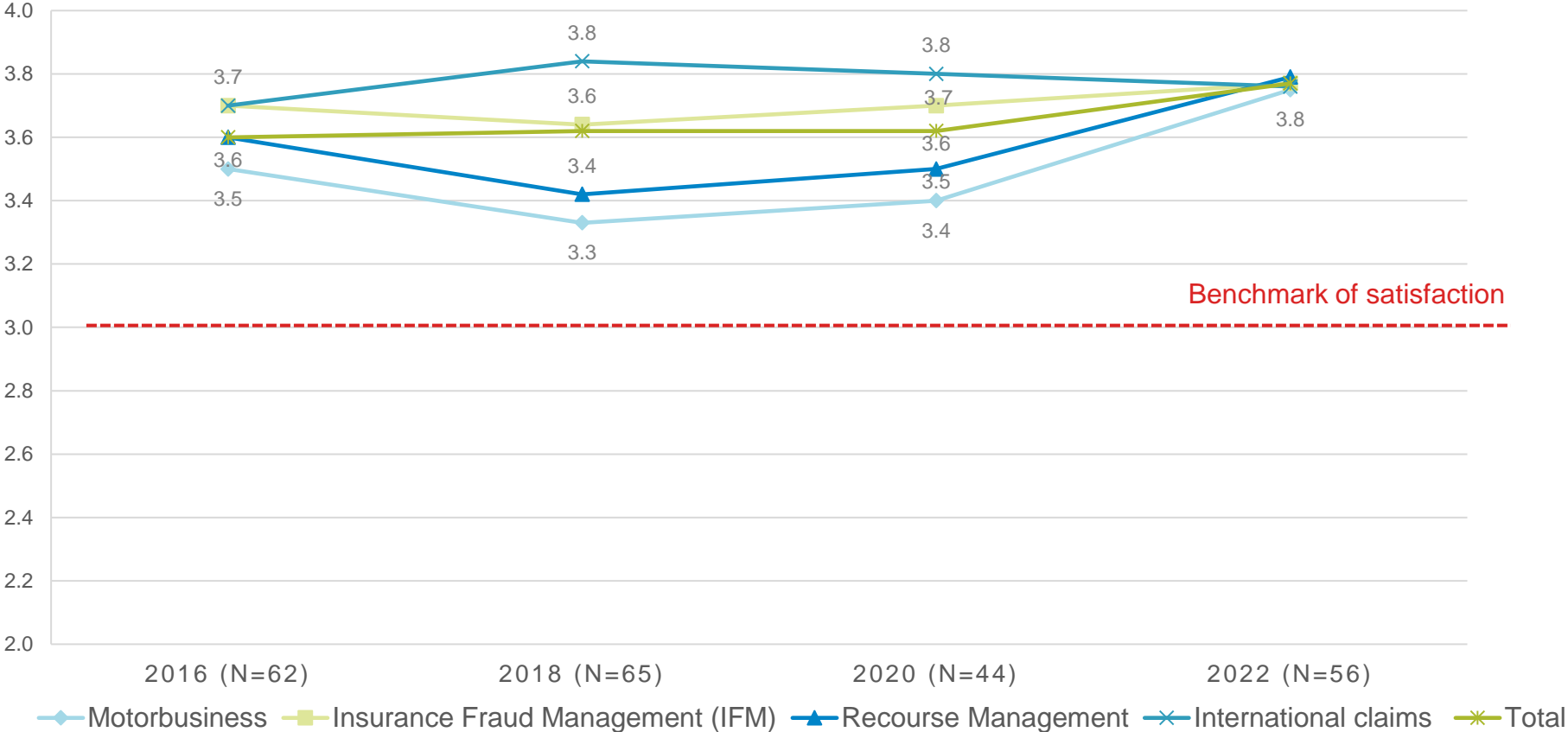
The indicator of continuity of collaboration has slightly risen in all business units in 2022.

Motorbusiness Insurance Fraud Management (IFM) Recourse Management International claims Total

4: entirely correct  
 3: correct  
 2: partially correct  
 1: not correct

# Recommendation

Would you recommend the services of XpertCenter?



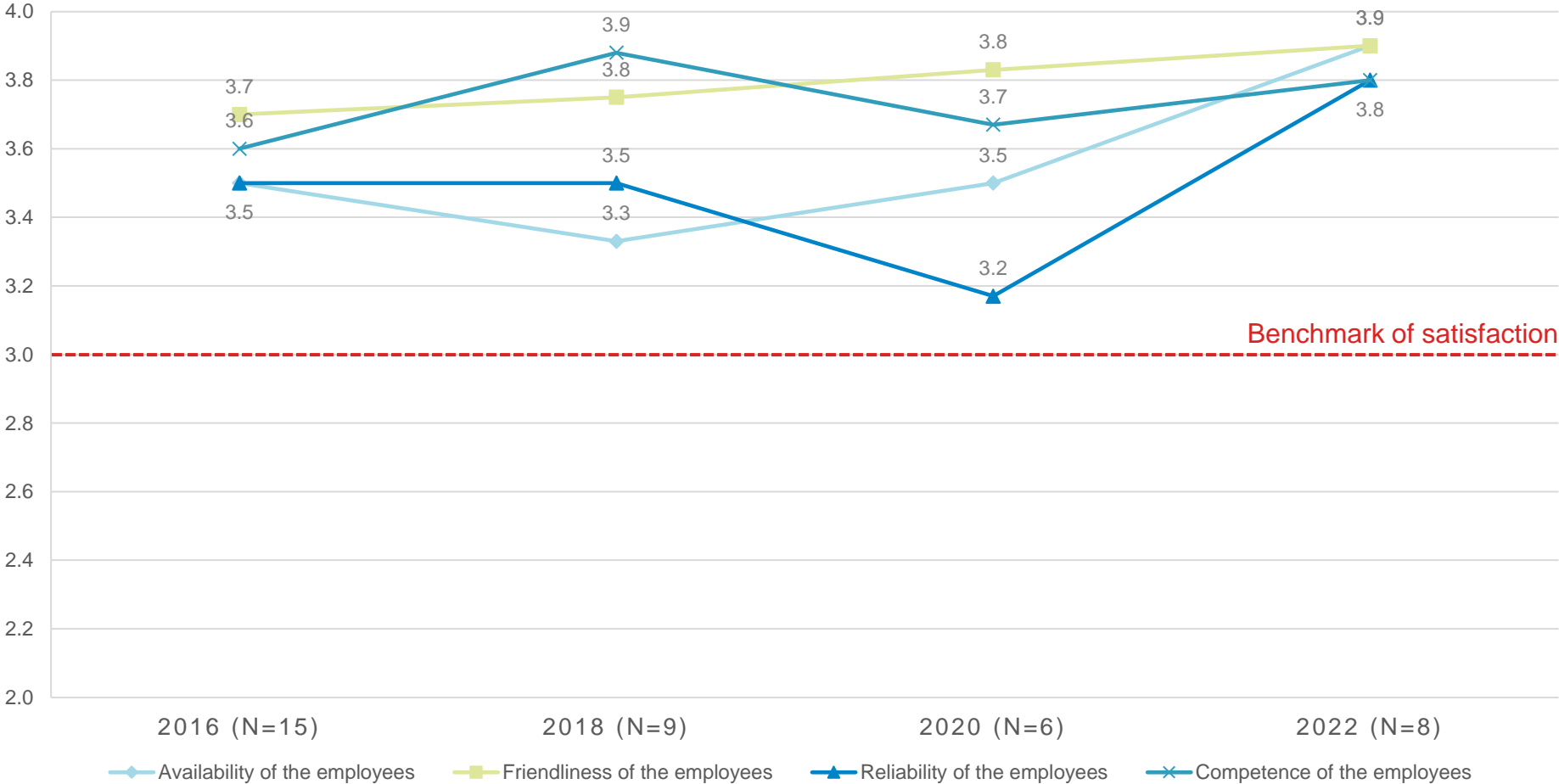
The indicator of recommendation has slightly risen to the value of 3.8 in 2022.

4: entirely correct  
 3: correct  
 2: partially correct  
 1: not correct

# Back-up

# Motorbusiness: collaboration

How satisfied were you with the following aspects?

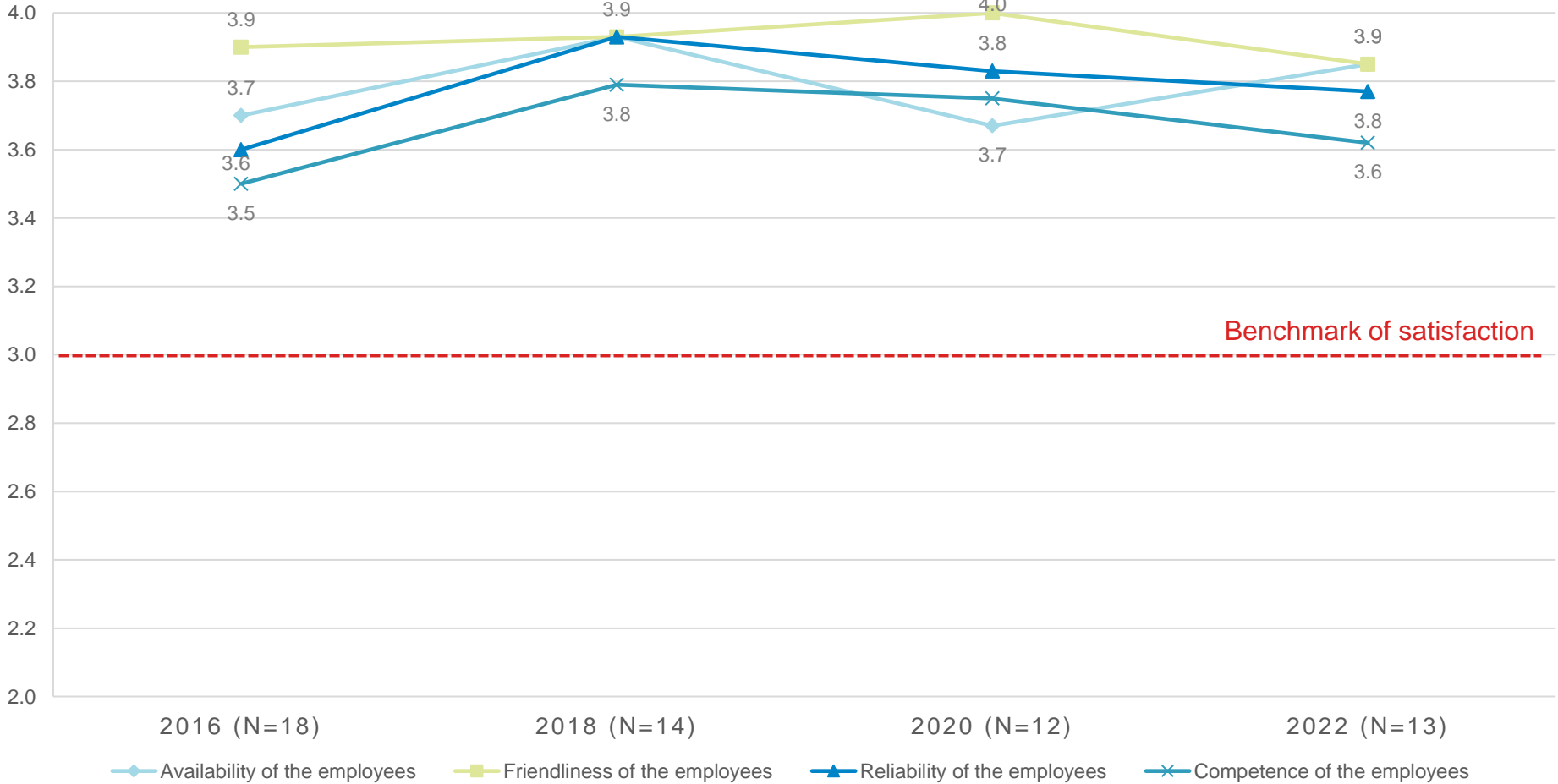


The clients of Motorbusiness are satisfied on a high level with all aspects of collaboration.

- 4: very satisfied
- 3: satisfied
- 2: partially satisfied
- 1: not satisfied

# Insurance Fraud Management (IFM): collaboration

How satisfied were you with the following aspects?

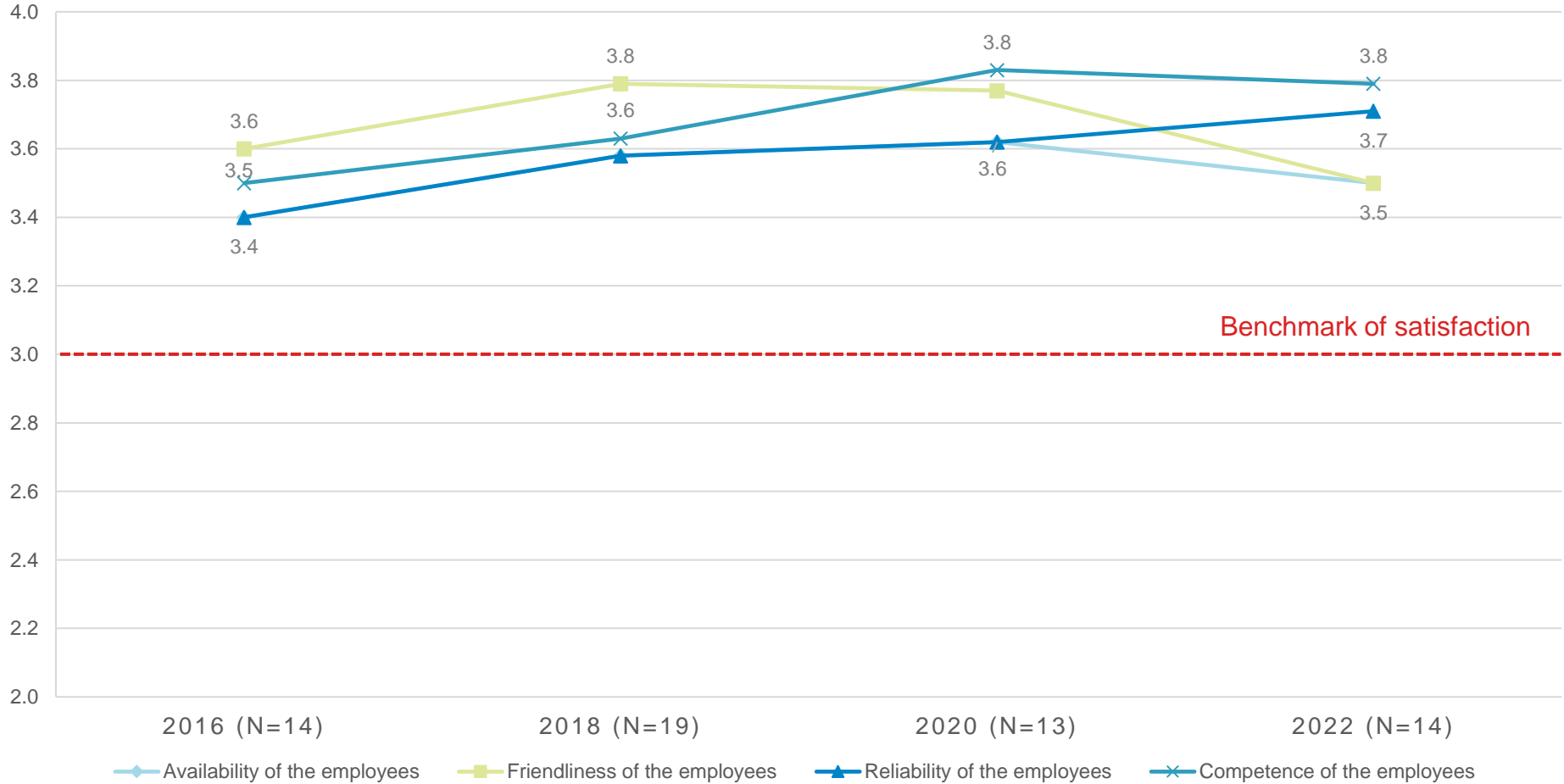


The satisfaction with the collaboration of IFM is stable on a high level.

- 4: very satisfied
- 3: satisfied
- 2: partially satisfied
- 1: not satisfied

# Recourse Management: collaboration

How satisfied were you with the following aspects?

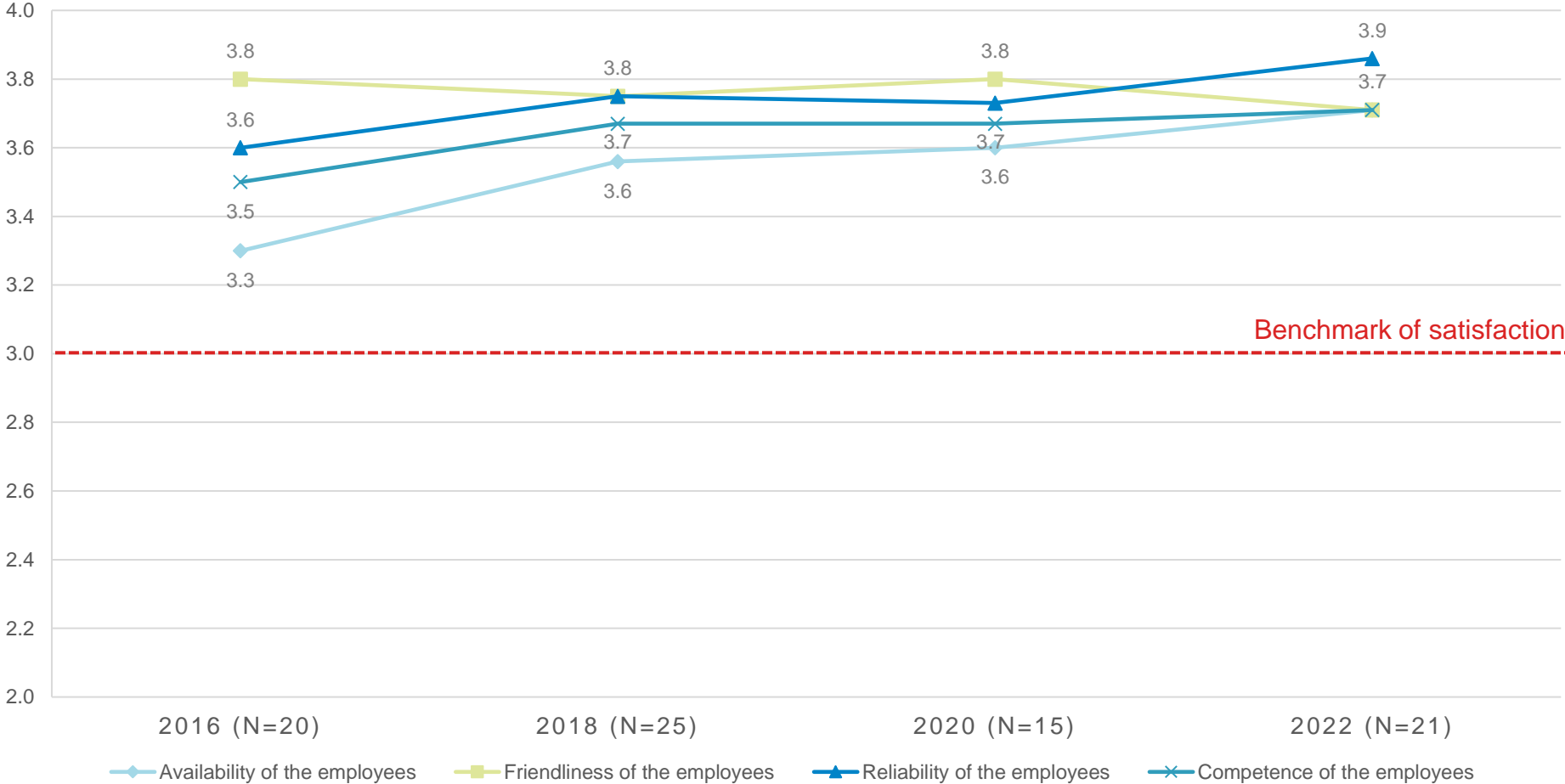


The satisfaction of "competence", "availability" and "reliability" stays stable on a high level. Only the aspect of "friendliness" decreased compared to 2020.

- 4: very satisfied
- 3: satisfied
- 2: partially satisfied
- 1: not satisfied

# International claims: collaboration

How satisfied were you with the following aspects?



All aspects stay stable on a high level.

- 4: very satisfied
- 3: satisfied
- 2: partially satisfied
- 1: not satisfied