

## CLIENT SATISFACTION SURVEY

Our process to gauge the level of satisfaction with our services by our clients is accomplished with a survey we send out every other year to all of our clients. The results of our most recent survey are included below:

| Here's a summary of Strohm Ballweg's 2020 client satisfaction survey.<br>All questions were ranked on a scale of 1-5, with 5 being the highest score. |      |
|---|------|
| Overall, how often are you satisfied with our services?   | 4.88 |
| Do we provide timely delivery of services?  | 4.98 |
| Do we respond timely to your calls or email inquiries?  | 4.97 |
| Is our staff considerate of your time?  | 4.95 |
| Is our staff prepared and knowledgeable?  | 4.92 |
| Is our staff professional?  | 4.97 |
| Does the continuity of the engagement team meet your expectations?  | 4.92 |
| How do you rate the quality of the work product?  | 4.92 |
| How do you rate our communication with you in relation to the services we provide?  | 4.90 |
| Were you satisfied with the services and related communications we provided to you from a remote setting?   | 4.91 |
| Do you believe you receive good value for the services we provided/fees charged?  | 4.42 |
| Are you satisfied with our industry expertise?  | 4.85 |
| Would you recommend our firm to others?   | 4.90 |

2020 Survey Continued: We asked our clients to identify 1 or 2 items that differentiate Strohm Ballweg from other firms – here's what they had to say.

- Invaluable business partner, provide great advice and direction on a multitude of topics.
- Most professional and timely service. On top of current issues and continually provide guidance we feel we would not have received otherwise.
- Appreciate the consistency and low turnover of their own staff. Makes for a stronger working relationship from year to year.
- Efficient and polite when on site, mindful of our work flows so we can still operate with the audit going on.
- SB knows the insurance market intimately, understands the challenges small to mid-size carriers face, and works to provide valuable guidance and counsel.
- Pleased with the professionalism, responses are very timely, and SB doesn't leave loose ends. Keeps us up to date on any accounting changes in the insurance industry, as well as tax compliance.
- SB team is great to work with. Friendly, knowledgeable, and respectful of your time.
- True partnership, experienced staff, exceptional response time.
- High quality product.
- Takes the necessary time to understand our operations and the right amount of time to explain how and why they audit our systems and why changes are necessary.
- Good reputation for quality work and desire to provide quality work that meets or exceeds client expectations.
- Audits are completed in an efficient manner.
- Knowledge of staff; personality of staff.
- Great people; in depth understanding of our needs.