

Here's a summary of Strohm Ballweg's 2022 client satisfaction survey. All questions were ranked on a scale of 1-5, with 5 being the highest score.

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| Overall, how often are you satisfied with our services? | 4.84 |
| Do provide timely delivery of services? | 4.95 |
| Do we respond timely to your calls or email inquiries? | 4.97 |
| Is our staff considerate of your time? | 4.89 |
| Is our staff prepared and knowledgeable? | 4.84 |
| Is our staff professional? | 5.00 |
| Does the continuity of the engagement team meet your expectations? | 4.84 |
| How do you rate the quality of the work product? | 4.97 |
| How do you rate our communication with you in relation to the services we provide? | 4.84 |
| Were you satisfied with the services and related communications we provided to you from a remote setting? | 4.86 |
| Do you believe you receive good value for the services provided/fees charged? | 4.46 |
| Are you satisfied with our industry expertise? | 4.89 |
| Would you recommend our firm to others? | 4.84 |



2022 Survey: We asked our clients to identify 1 or 2 items that differentiate Strohm Ballweg from other firms – here's what they had to say.

- Always willing to work with you and give ideas on how to improve.
- Consistent, knowledgeable teams assigned to clients.
- Industry and regulatory knowledge are exceptional.
- Professional, courteous, responsive, and very knowledgeable.
- We can count on them to keep us up-to-date on industry developments.
- Niche in the insurance area allows them to provide deep insight into current issues and provides clients with unique perspectives on a variety of topics.
- Extremely knowledgeable in insurance accounting practices.
- Staff is professional and easy to work with.
- Special group who consistently delivers excellent service.
- Very professional, timely, knowledgeable, and extremely accommodating.
- Nice to have auditors who understand the insurance industry so well.
- Insurance industry experts!
- Professional and timely.
- Exceptional response time to calls or emails.
- Appreciate the consistency and competence of the audit team.

