

Satisfied Customers

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



Customer satisfaction research



**CUSTOMER SATISFACTION RATE
WITH AGENT SERVICE**

98%



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

95%



**LIKELY TO CONSIDER USING
MORSES CLUB IN THE FUTURE**

98%



"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."

* Based on independent customer market research surveys (Mustard).

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



AGENT
SATISFACTION 2017

77%



OF AGENTS FIND TABLETS USEFUL
FOR THEIR BUSINESS

87%



OF RESPONDENTS ARE PROUD TO
BE MORSES CLUB AGENTS

80%



OF AGENTS FEEL MORSES CLUB
HELPS THEM DELIVER GREAT
CUSTOMER SERVICE

82%



OF AGENTS UNDERSTAND THE
IMPORTANCE OF TREATING
CUSTOMERS FAIRLY

97%

"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



EMPLOYEE
SATISFACTION 2017

75%



OF EMPLOYEES FEEL ENGAGED
WITH MORSES CLUB

80%



OF EMPLOYEES ARE
PROUD TO WORK FOR
MORSES CLUB

77%



OF EMPLOYEES UNDERSTAND THE
IMPORTANCE OF TREATING
CUSTOMERS FAIRLY

99%

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



* Based on annual independent satisfaction surveys (Mustard).