

## Satisfied Customers

We are proud to achieve consistently high monthly customer satisfaction ratings.\*



**97%**

**CUSTOMER  
SATISFACTION**



Customer satisfaction 2019



CUSTOMER SATISFACTION RATE WITH AGENT SERVICE

98%



LIKELY TO RECOMMEND US TO FAMILY AND FRIENDS

96%



LIKELY TO CONSIDER USING MORSES CLUB IN THE FUTURE

96%

“ They are always reliable, the staff are polite and always helpful. All the staff I have met so far feel like a friend of the family. ”

\* Based on annual independent satisfaction surveys (Mustard).

## Satisfied Agents

We are proud that more than 77% of agents feel that Morses Club helps them deliver great customer service.\*



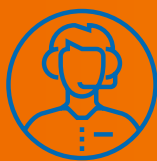
# 73%

**AGENT  
SATISFACTION**

// I'm happy with the support of the management team, the flexibility within the role, and the potential rewards to be made. //



Agent satisfaction 2019



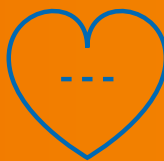
AGENT SATISFACTION

73%



OF AGENTS FIND MORSES CLUB EQUIPMENT USEFUL FOR THEIR BUSINESS

96%



OF RESPONDENTS ARE PROUD TO BE MORSES CLUB AGENTS

71%



OF AGENTS FEEL MORSES CLUB HELPS THEM DELIVER GREAT CUSTOMER SERVICE

77%



OF AGENTS UNDERSTAND THE IMPORTANCE OF TREATING CUSTOMERS FAIRLY

96%

\* Based on annual independent satisfaction surveys (Mustard).

## Satisfied Team

We are proud that our employee satisfaction ratings have increased by more than 20 percentage points since 2015.\*



# 79%

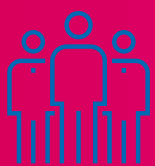
**TEAM  
SATISFACTION**

**//** I feel as though I'm working for a progressive company that are always looking to improve how they work. **//**

\* Based on annual independent satisfaction surveys (Mustard).



Employee satisfaction 2019



EMPLOYEE SATISFACTION

79%



OF EMPLOYEES FEEL ENGAGED WITH MORSES CLUB

86%



OF EMPLOYEES ARE PROUD TO WORK FOR MORSES CLUB

78%



OF EMPLOYEES UNDERSTAND THE IMPORTANCE OF TREATING CUSTOMERS FAIRLY

99%