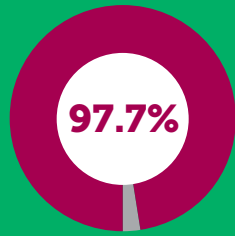


# Delivering a Stellar Customer Experience Drives Our Business

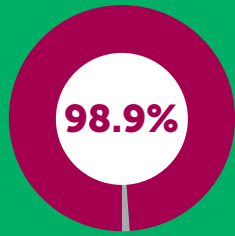
## 2021 Client Satisfaction Survey Results



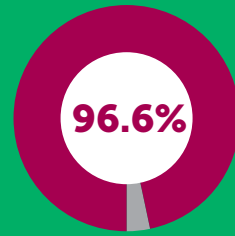
### Overall Satisfaction



Satisfaction with responsiveness



Satisfaction with account team



Ease of working with Inspirus

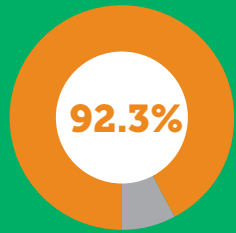
"Great program with excellent customer service."

REGIONAL FINANCIAL SERVICES PROVIDER

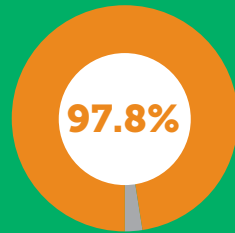
"Christina and Christine are wonderful partners. We made a lot of difficult changes to our program for 2021 and they both were supportive in exploring ways to reduce costs while maintaining the integrity of our program."

FORTUNE 500 INTERNATIONAL ENERGY CORPORATION

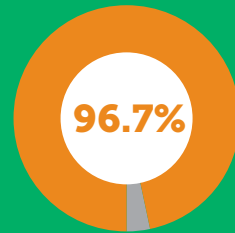
### Value & Partnership



Value for money



Advice and problem solving ability



Value Inspirus partnership

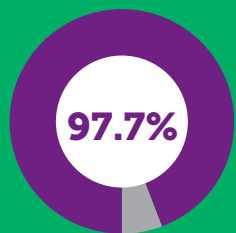
"It is always an absolute pleasure working with Paula. She is an awesome partner and consistently delivers exceptional service to meet our needs. Paula is a consummate professional, responsive and goes above and beyond."

REGIONAL CREDIT UNION

"Both Christina and Hank make our partnership such a pleasure."

NATIONAL CHAIN RESTAURANT

### Rewards & Gift Satisfaction



Overall satisfaction with quality



Satisfaction with perceived value



Satisfaction with variety for budget

"My team does a wonderful job! They all are very responsive and there to help when there are any issues. They are friendly and professional and I do not have to worry about our program."

GLOBAL METALS MANUFACTURER

"I appreciate Kristen for going the extra mile every time I email her. I feel like a bother but she always makes time to help me with what I need."

GLOBAL MANUFACTURER AUTOMOTIVE INDUSTRY

## 2021 Net Promoter Score® (NPS)

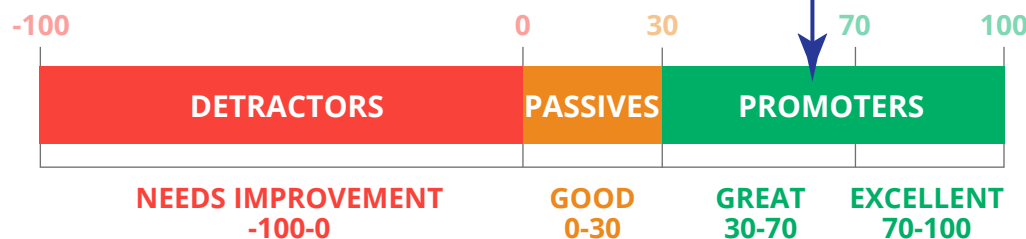
A Trusted Measurement of Customer Experience

We asked our clients:

"How likely are you to recommend Inspirus to a friend or colleague?"



INSPIRUS SCORED GREAT!



Inspirus.com

