

# ► CONCLUSIONS

## CUSTOMER SATISFACTION SURVEY

### ARGENTINA

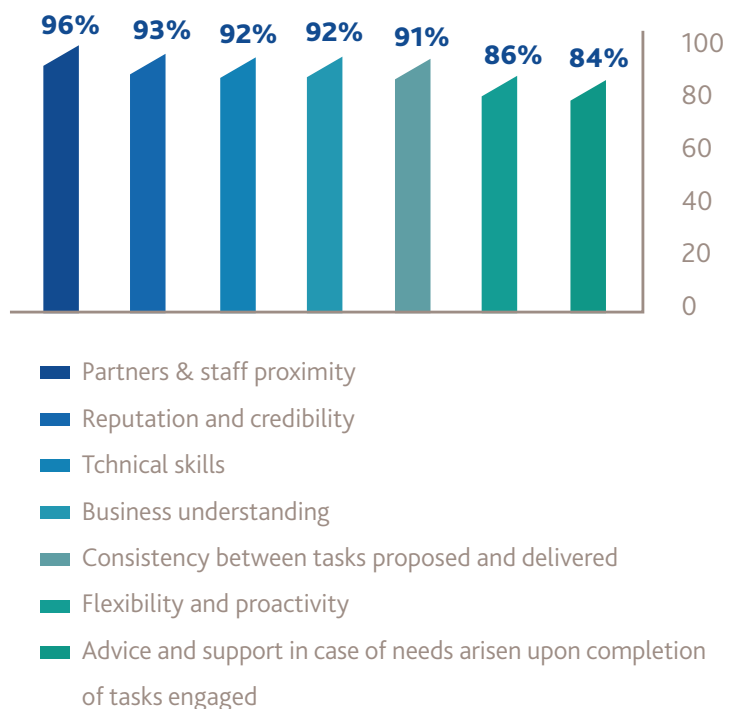
#### Clients show high satisfaction levels:

**92%** is satisfied / very satisfied with BDO's services

**+90%** considers that BDO met their service expectations

**89%** are very willing to engage again and/or recommend us

Satisfaction levels in connection with



#### They believe that

- responsiveness and capacity to provide solutions
- service quality

make the difference between BDO and our competitors

#### METHODOLOGY

CAT (computer assisted telemarketing) telephone interviews. Answers were anonymous. Ipsos Loyalty managed the whole survey, sharing with BDO only final results hereby presented.

#### INTERVIEWEES

The survey reflects responses of 230 BDO clients in Argentina who were random elected from a universe of 390.



Ipsos Loyalty is an independent market research organization. It adheres to the SAIMO (Argentine Association of Market & Public Opinion Research) Code of Ethics and ESOMAR regulations.

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