

# BDO CLIENTS SHOW HIGH SATISFACTION LEVELS

	2009	2011
<b>SATISFIED / VERY SATISFIED</b>	92%	<b>96%</b>
<b>THINKING THAT BDO MET SERVICE EXPECTATIONS</b>	90%	<b>95%</b>
<b>WILLING TO RECOMMEND BDO</b>	89%	<b>97%</b>

Clients mostly appreciate and believe that our

▶ **RESPONSIVENESS & CAPACITY TO PROVIDE SOLUTIONS**

▶ **CLIENT PROXIMITY**

▶ **PROFESSIONALISM**

make the difference between BDO and our competitors.

<b>Satisfaction levels concerning</b>		
Partners & staff proximity	96%	<b>98%</b>
Reputation & credibility	93%	<b>95%</b>
Technical skills	92%	<b>96%</b>
Business understanding	92%	<b>94%</b>
Consistency between tasks proposed & delivered	91%	<b>95%</b>
Proactivity & flexibility	86%	<b>95%</b>

## METHODOLOGY

Computer Assisted Telephone Interviews. The survey was strictly confidential. Ipsos Loyalty managed the whole procedure, sharing with BDO only final results.

## SOURCE

Client satisfaction survey conducted in 2011 by Ipsos Loyalty. 200 interviewees were random selected by Ipsos Loyalty from the universe of BDO Argentina clients.

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

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