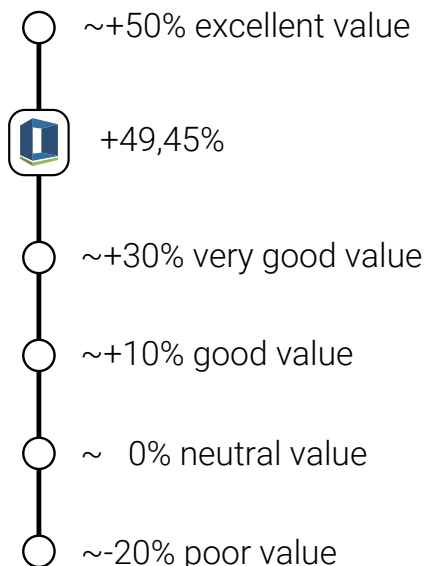


CUSTOMER SURVEY 2024

[TO THE ARTICLE](#)

NPS: 49,45%



Net Promoter Score = %Promoters - %Detractors. This metric measures to what extent customers would recommend a company. Range from -100% (very poor) to +100% (very good).



15 Trees

for each fully
completed survey



8,6 / 10

Overall satisfaction
with RECALO

"Together we are shaping the future of pooling - efficiently, sustainably and innovatively, that is our aim at RECALO. The positive feedback from the Customer Survey 2024 encourages us in our service orientation as well as in our customer-centric approach and spurs us on to shape the future of pooling with innovative and sustainable solutions. Thank you very much for your help and support - we are looking forward to being your partner in 2025!"

Arash Ranjbar, CEO