



Customer satisfaction Survey results 2021

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RECALO always has amazing service. Comparing all the competition, RECALO is far better. Keep up the good work!

Example customer feedback

Our customers rated our products, quality, response time as well as our services on a scale from 1 (dissatisfied / complicated) to 10 (very satisfied / very easy).

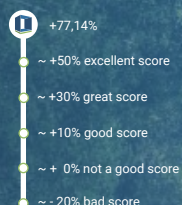


We scored **9** out of a possible 10 points. This is a great result that makes us proud and further strengthens our customer-focused corporate orientation.

KPI overview

NPS: +77,14%

Net Promoter Score = Promoters (% of all respondents) - Detractors (% of all respondents). Indicator that measures the extent to which customers would recommend a company to others.
Range from -100% (very bad) to +100% (very excellent).



CSAT: 94,29%

Customer Satisfaction Score = sum of good + very good ratings / sum of total ratings * 100. Shows satisfaction in %.
Range from 0% (very poor) to 100% (very good).

CES-Note: 1,19

Customer Effort Score = sum of ratings / number of responses. Depicts the customer effort index up to target achievement. Calculated using the criteria: Product handling, response time, service in general, - in sales, - in customer service and - in logistics.

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We would like to express our gratitude for each survey participation. Your assessment and evaluations help us to respond to your needs and requirements in an even more precise and targeted manner. We are highly motivated and look forward to continuing to inspire you with innovations, exceptional quality and top service. **For each survey participation are planting 100 trees in cooperation with Eden Projects.** In line with our green and increasingly CO2 neutral company orientation, we support valuable climate and reforestation projects and contribute sustainably to a more CO2 neutral future.

Arash Ranjbar [CEO]