

2018 Client Satisfaction Survey Infographic

In May-June 2018, 227 clients completed our first North American Client Satisfaction Survey with independent research agency smith+henderson, so we could guarantee clients' feedback was anonymous. Here is a summary of their feedback:

World class levels of client advocacy -

75

NET PROMOTER SCORE

"I am a one-man organization. ActionCOACH gives me an opportunity to discuss business issues and needs with an outside party without any pressure."

Charles (Casey) Discasey
DKCEngineering, LLC



How ActionCOACH compares against other industry leaders:

Brands with an NPS score of

0-49

- TripAdvisor
- USPS
- Walgreens

Brands with an NPS score of

50-69

- Apple
- YouTube & Netflix
- Virgin America
- American Express

Brands with an NPS score of

70+

- USAA
- ActionCOACH
- Amazon

Source: Satmetrix; US Consumer 2017 Net Promoter Benchmarks.
Note: NPS scores of industry leaders provided by Satmetrix, ActionCOACH NPS provided by smith+henderson

100%

 of Clients from the

Construction & Material | Retail | Financial | Office/Home Improvements



Industries, said that their Action Coach...

...makes a positive difference to their lives

...was worth the investment

...helps them achieve a better work-life balance

...makes a positive impact on their business

"ActionCOACH demystifies the secrets necessary for running a business successfully. It gives you all the necessary tools",

Celeste John
John Roberts Hospitality



71%

have **increased their workforce** since working with ActionCOACH

84%

said they have seen an **increase in revenue** since working with ActionCOACH



80%

said they would **recommend** their ActionCOACH to a friend or business associate



Participating offices from the United States, Canada and the Caribbean



"The Biggest Risk You Can Take Is To Do Nothing."

BRAD SUGARS