



What our clients think about us?

A summary of survey results



customer satisfaction survey

- We conducted our audit in June 2015
- This is the first survey about customer satisfaction

Why?

- To get customer feedback on our activities and quality of service
- To find out what is going well, what we could improve, how to extend its offer
- In this study we used an online survey consisting of 15 questions
- The average time to complete the survey was 7 minutes



How do you assess the level of our services? scale of 1-5, 5 the highest rating

domestic clients

foreign clients

Agility of services and compliance with due dates: Do you receive a prompt response to your questions and are the tasks performed in due time, according to an established schedule?

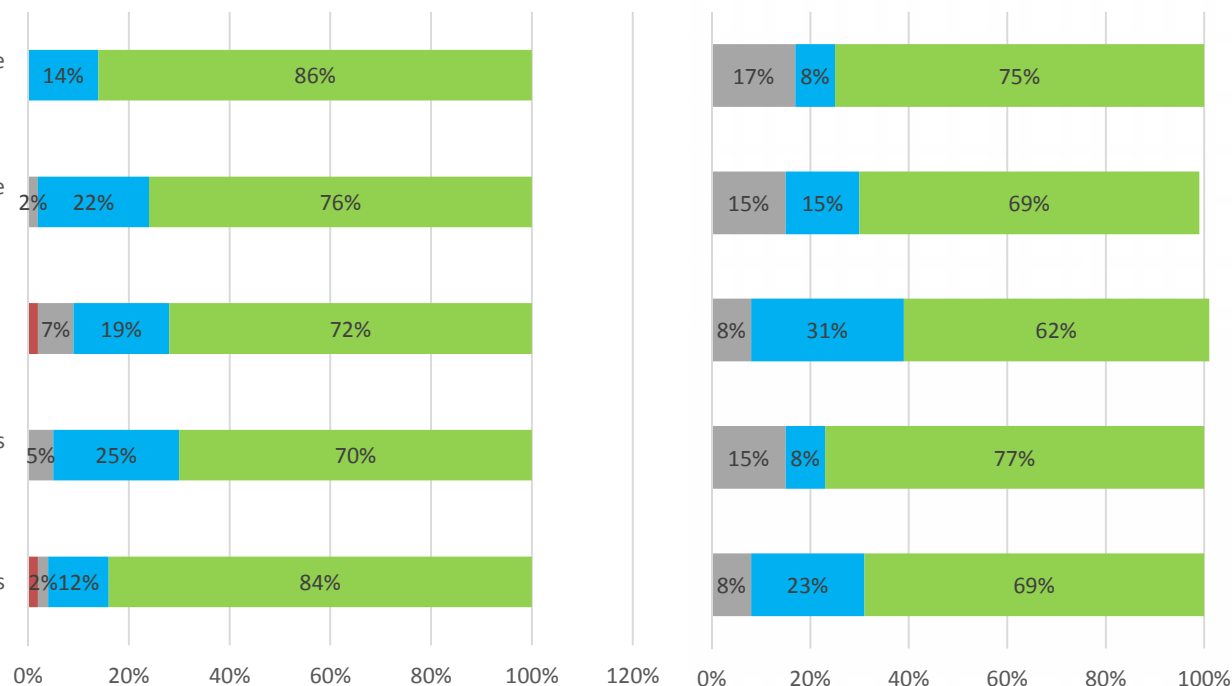
Agility of services and compliance with due dates. Do you receive a prompt response to your questions and are the tasks performed in due time, according to an established schedule?

Individualization of services. While providing assistance, does the advisor try to gather all additional information regarding your scope of activity in order to tailor our services to meet your individual needs?

Communication skills. Is the provided advice clear and comprehensible? Are you being informed about the progress of your commission according to your needs and prior arrangements with the advisor?

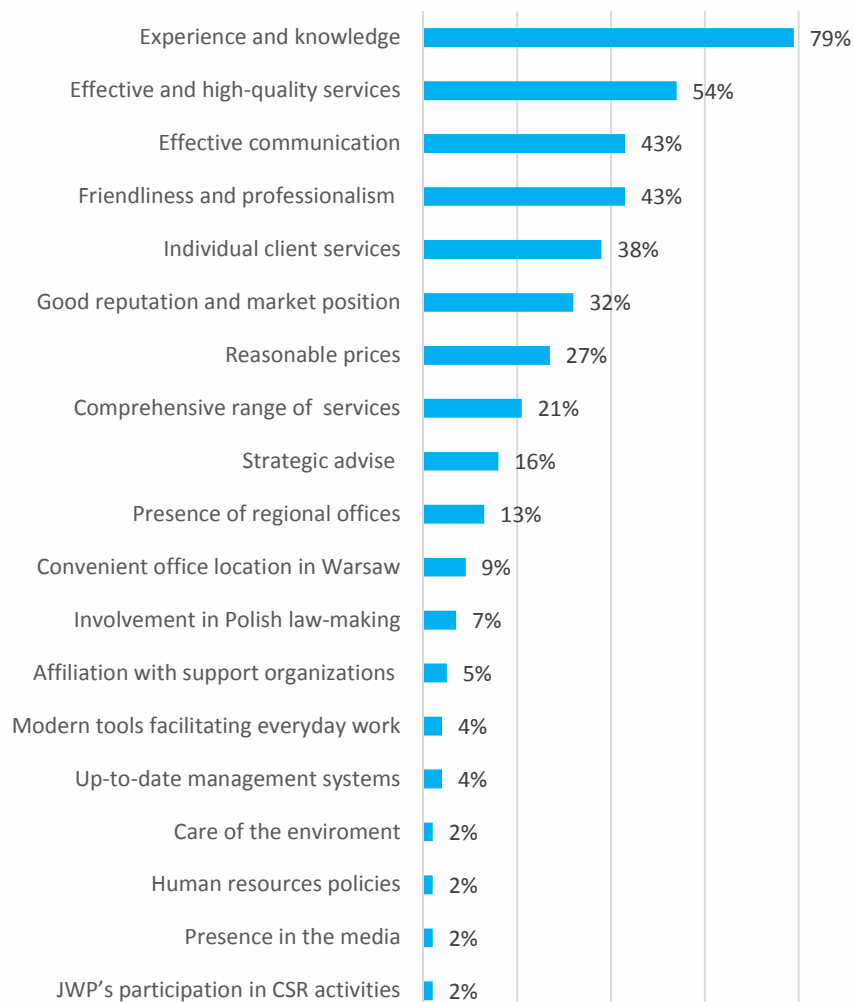
Expert knowledge of the advisors. In your opinion, are our legal advisors knowledgeable in their respective fields and is their advice helpful?

■ Ocena 1 ■ Ocena 2 ■ Ocena 3 ■ Ocena 4 ■ Ocena 5



Why have you decided to cooperate with JWP?

domestic clients



foreign clients





What is important for clients?

