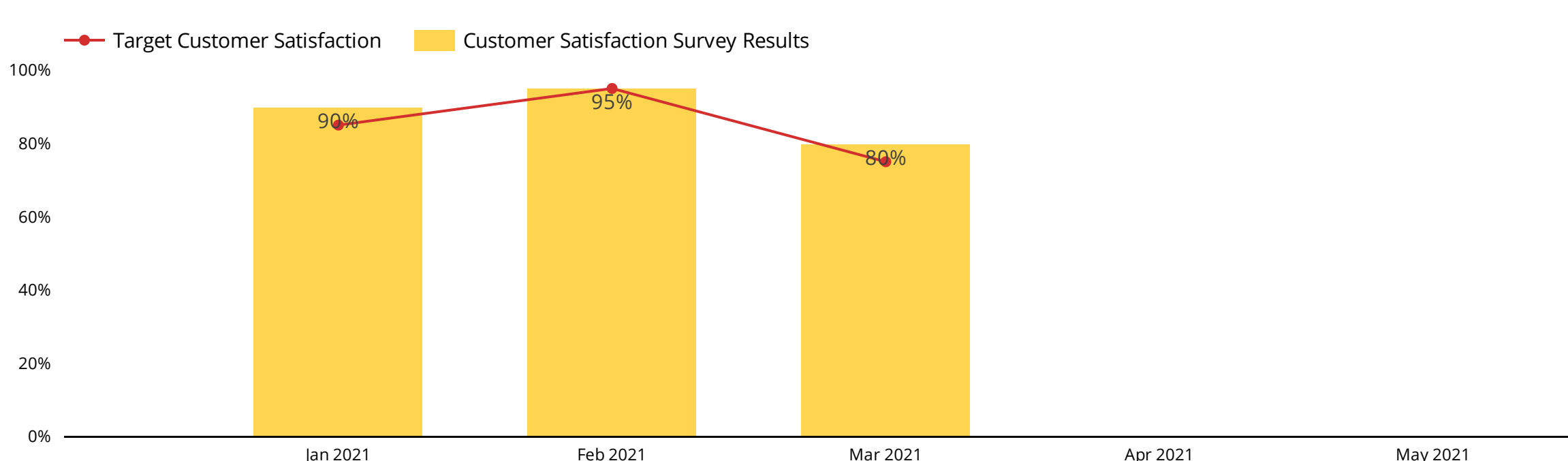
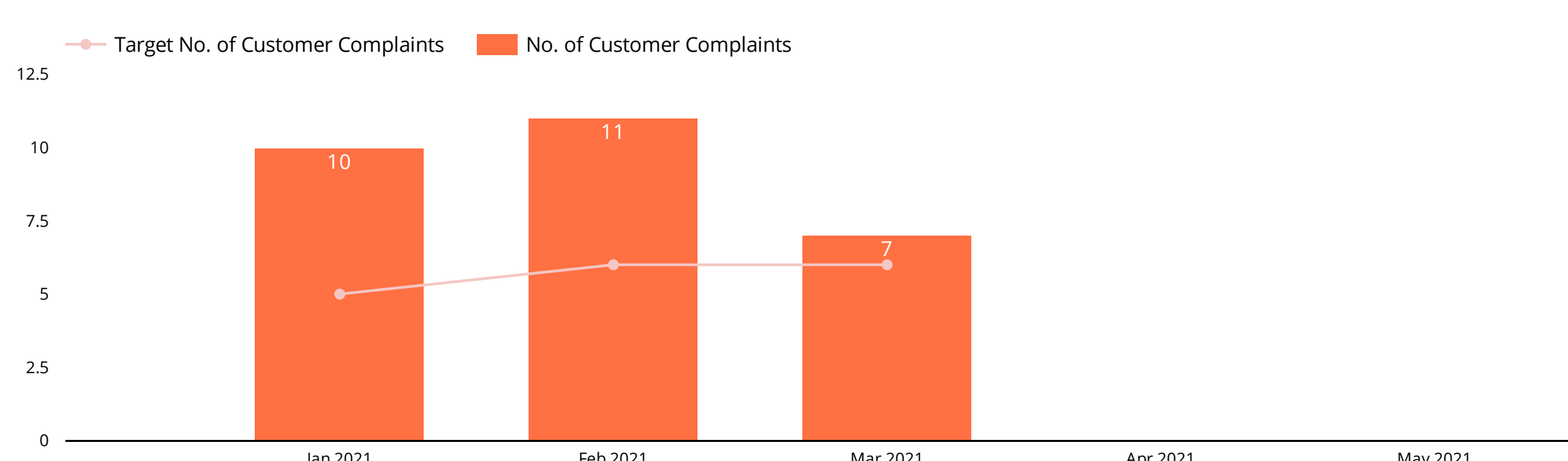


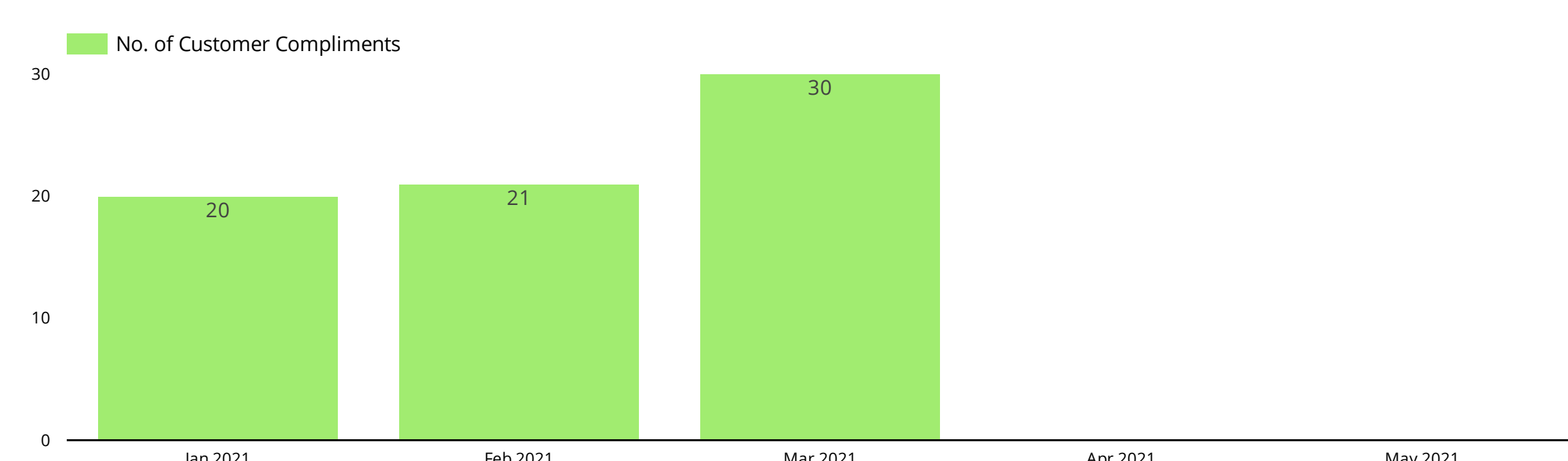
## Customers Satisfaction Survey Result By Month (Fixed To Last 12 Months)



## Number of Complaints By Month (Fixed To Last 12 Months)



## Number of Compliments By Month (Fixed To Last 12 Months)



Average Time Taken To Resolve Customer Complaints (Days)

**0.36**

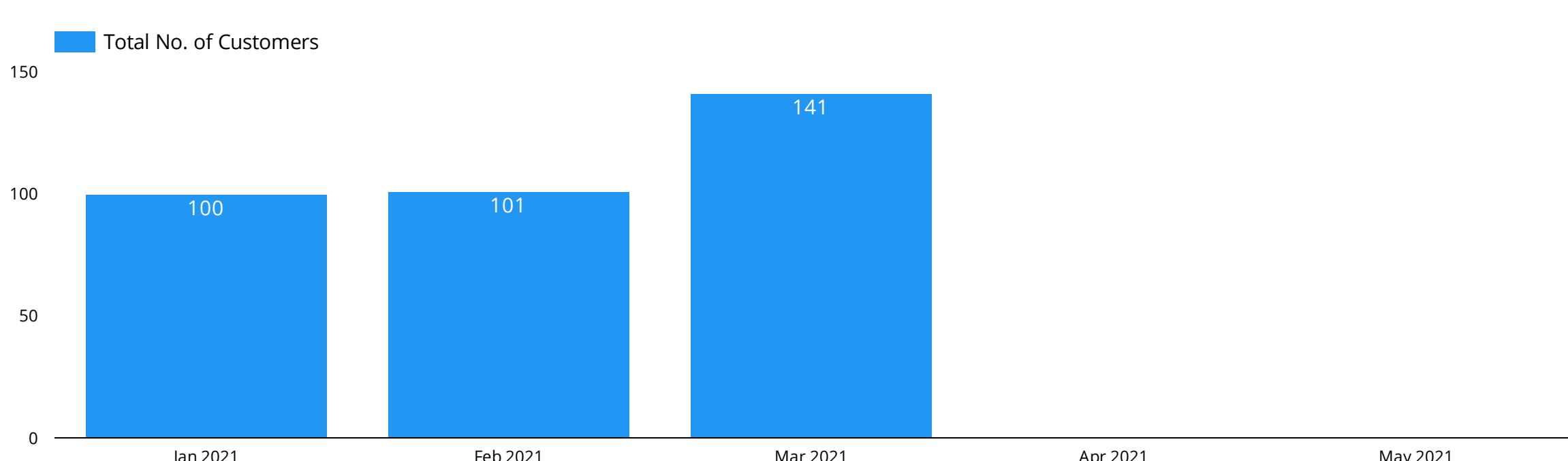
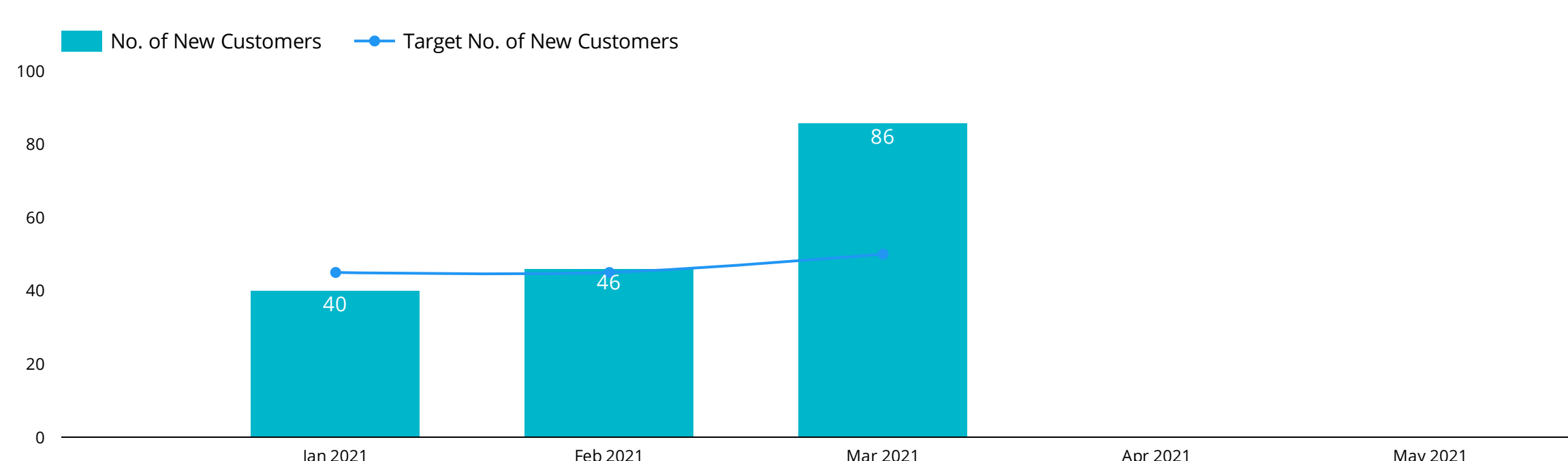
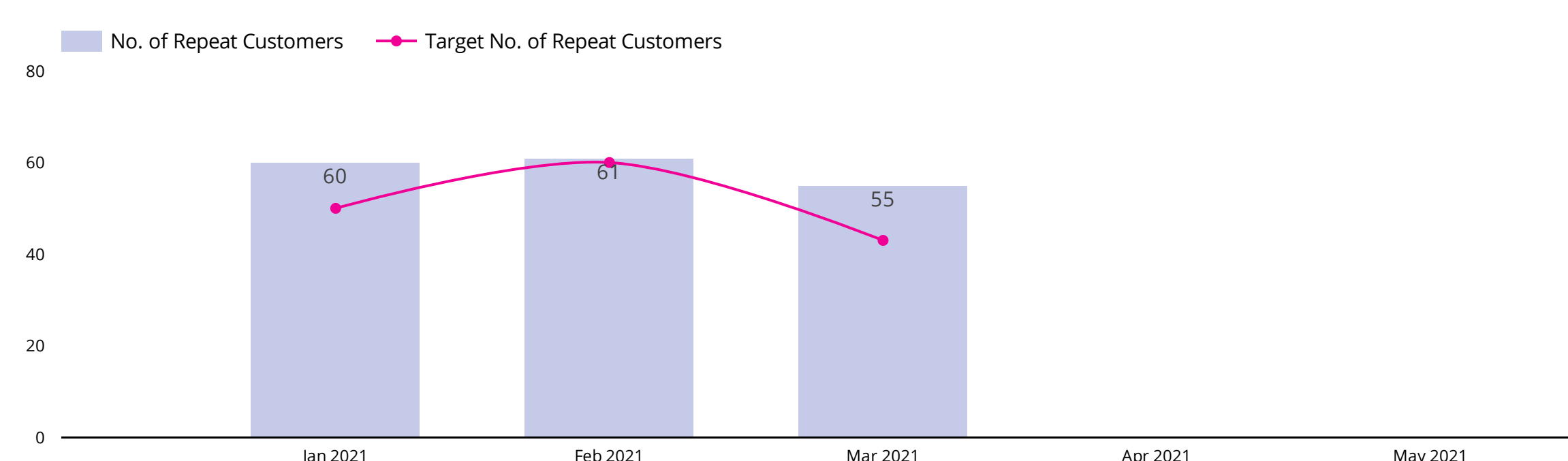
↑ 21.2%

Customer Compliments - Complaints Ratio

**1.91**

↓ -4.5%

## Customers Break-Down By Month (Fixed To Last 12 Months)



Percent of customers which are repeat customers

**60.40%**

± 0.7%

Percent of sales turnover from repeat customers

**6.88%**

± 23.8%

Customer Churn Rate

**30.56%**

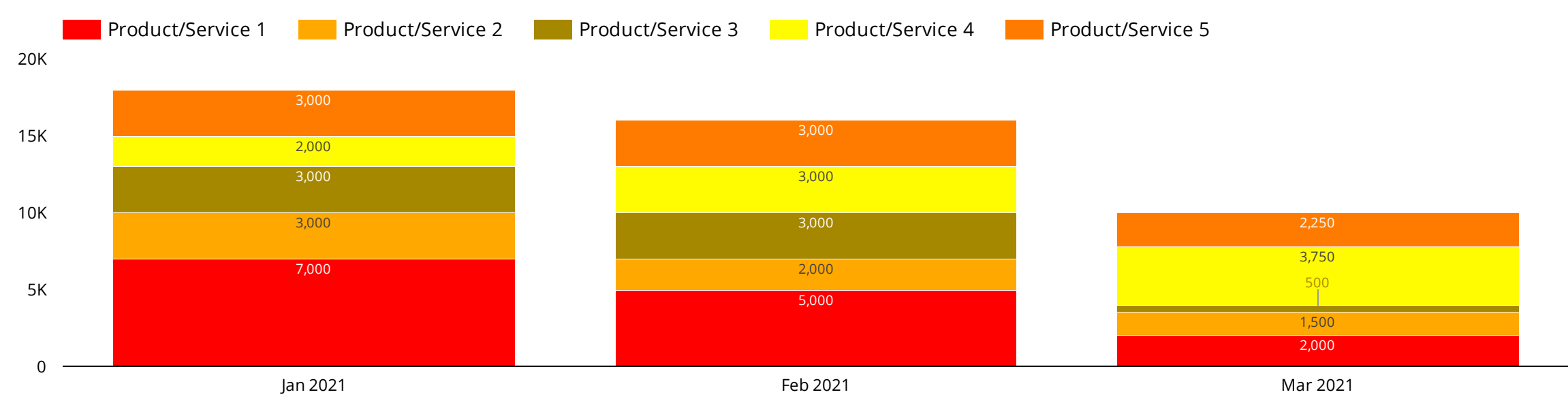
± 6.9%

Lead-to-sale conversion rate

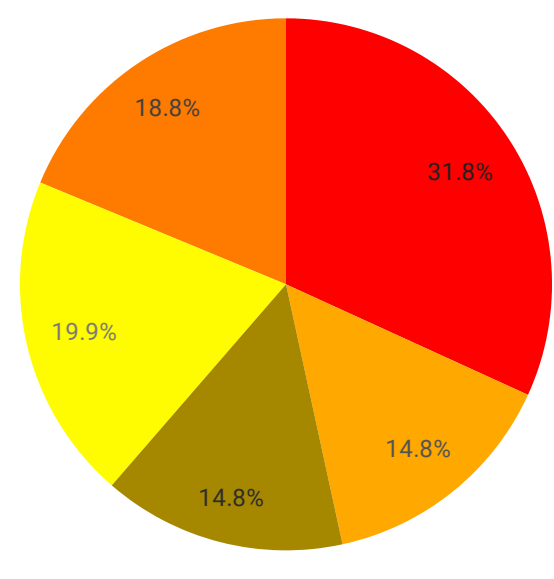
**58.10%**

± -3.2%

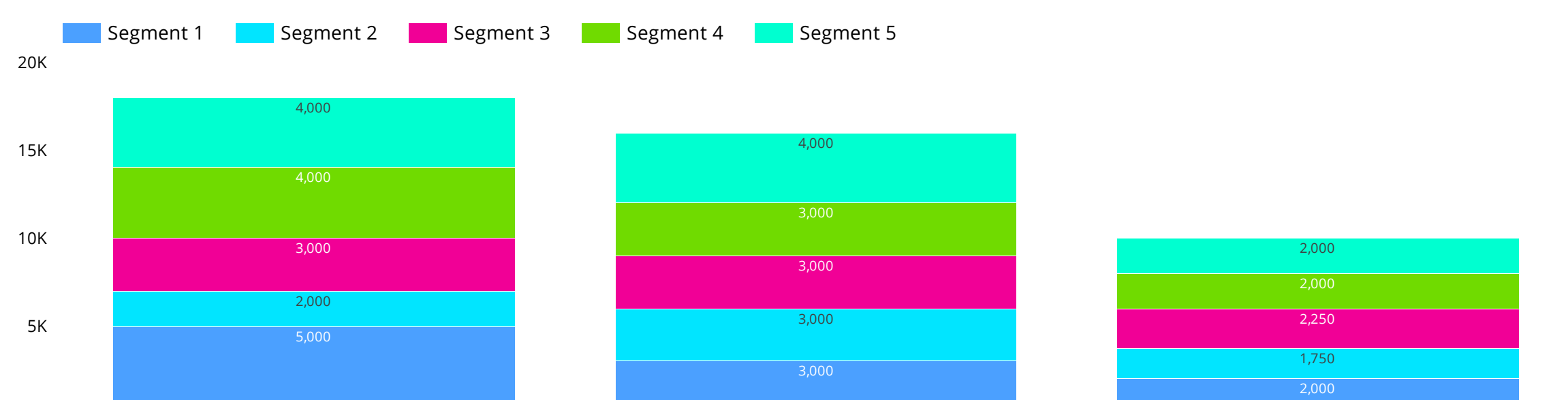
## Revenue By Products and Service Segments By Month (Fixed To Last 12 Months)



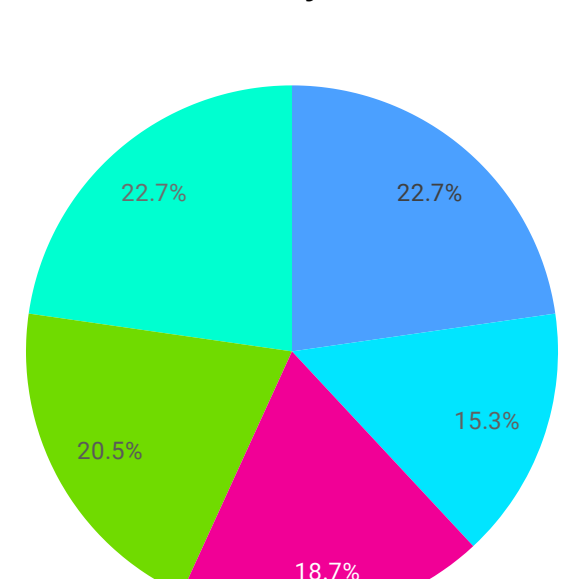
### %Revenue by Different Product & Service Segments

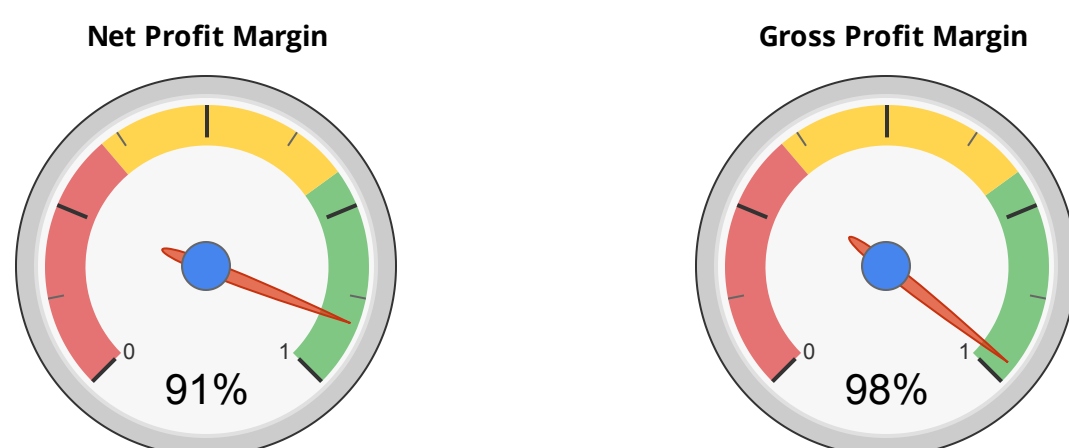


## Revenue By Customer Segments By Month (Fixed To Last 12 Months)

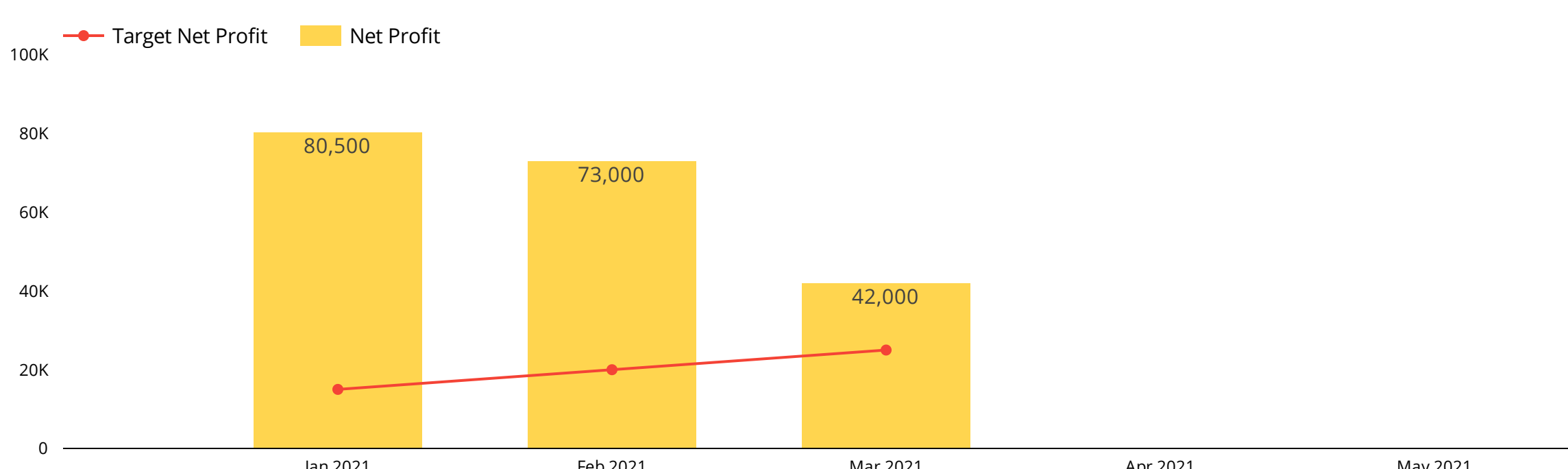


### %Revenue By Different Customer Segments

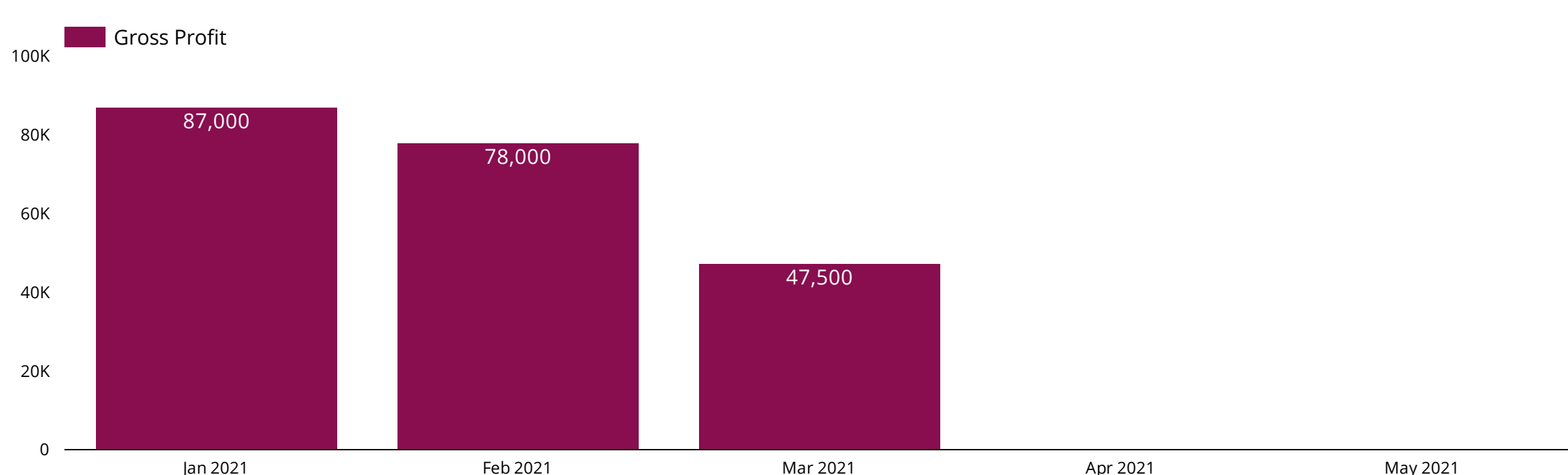




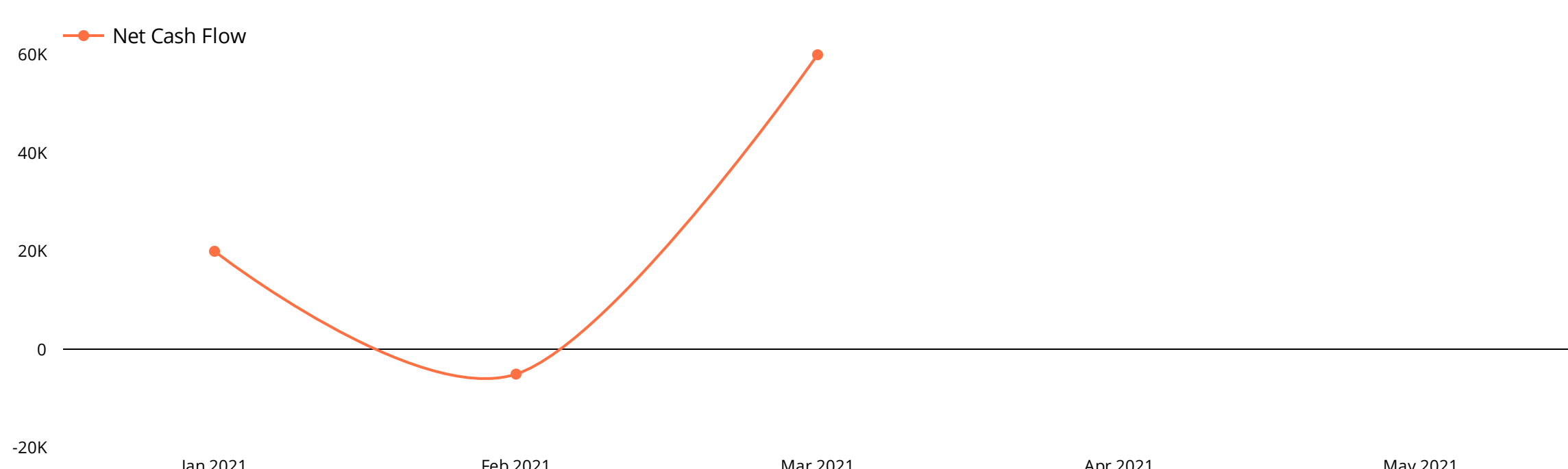
## Net Profit And Target Net Profit By Month (Fixed To Last 12 Months)



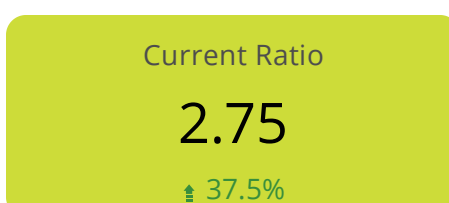
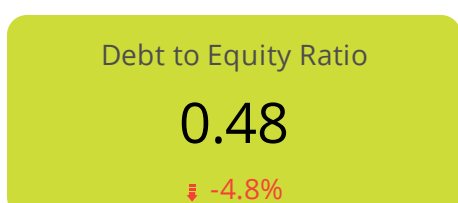
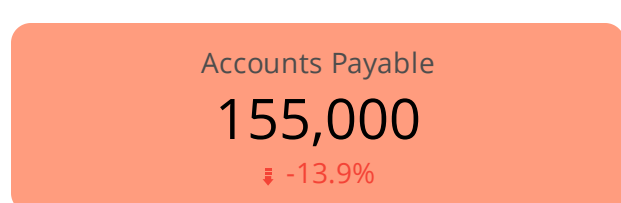
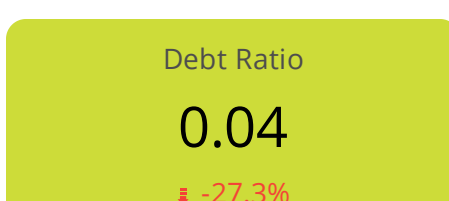
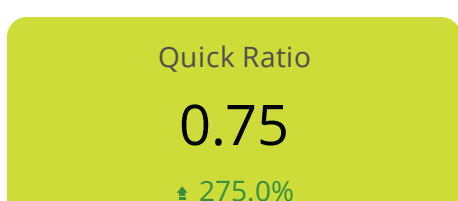
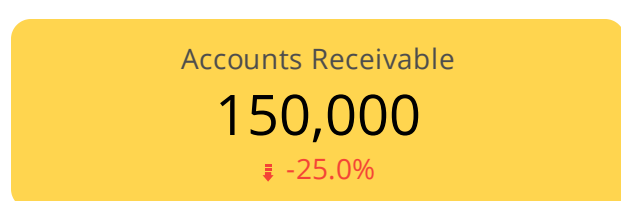
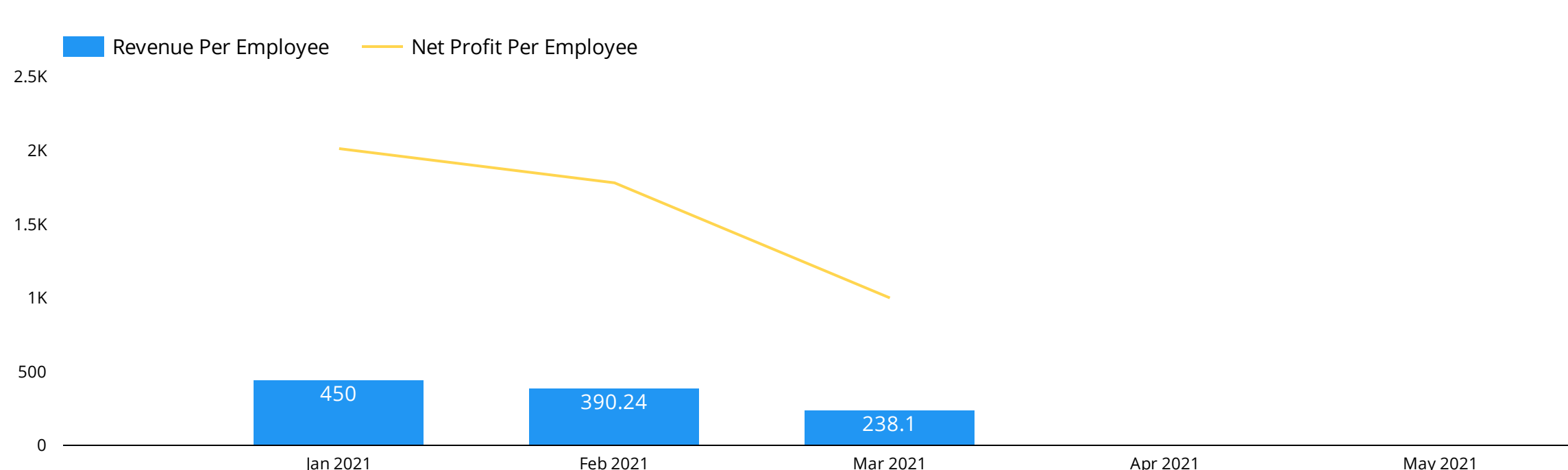
## Gross Profit By Month (Fixed To Last 12 Months)



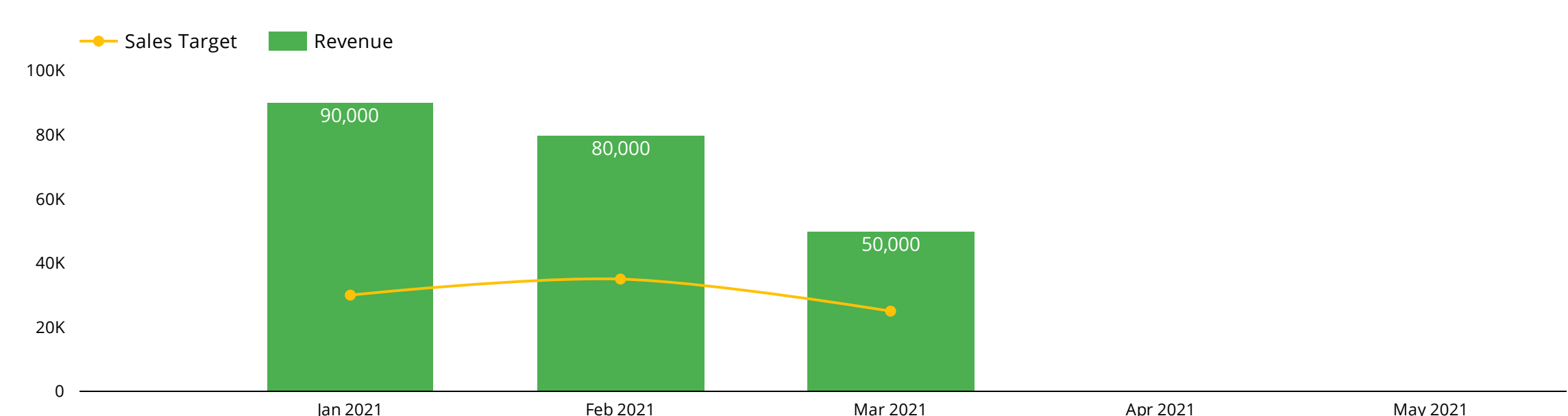
## Net Cash Flow By Month (Fixed To Last 12 Months)



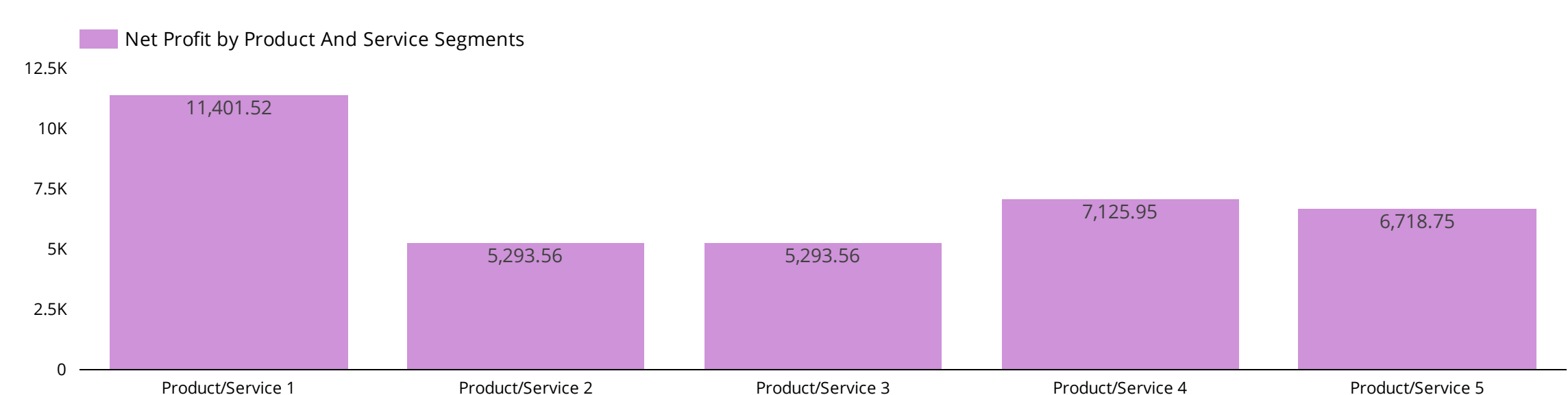
## Revenue And Net Profit Per Employee By Month (Fixed To Last 12 Months)



## Revenue vs Sales Target By Month (Fixed To Last 12 Months)



## Net Profit By Products And Services Segments (Fixed To Last 12 Months)



## Net Profit By Customer Segments (Fixed To Last 12 Months)

