

2019 Client Satisfaction Survey Results

In August-September 2019 **ActionCOACH** asked independent research agency WorkBuzz to conduct their Annual Client Satisfaction Survey to ensure they continue to raise their standards of customer service. **ActionCOACH** scored a 'world-class' status. Here are the details of some of results.

100%

of clients would recommend **ActionCOACH** to a friend or business associate



91%

of clients agree that **ActionCOACH** has a powerful suite of business solutions



97%

of clients said **ActionCOACH** is worth the investment



79%

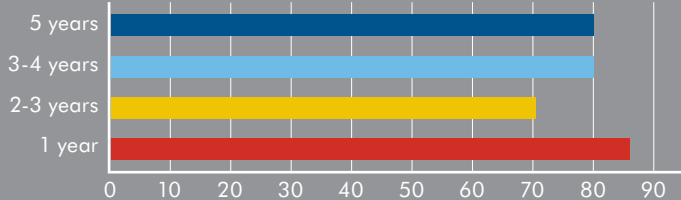
of clients said **ActionCOACH** makes a positive difference to their lives



80%

of clients agree they have a better work-life balance when working with **ActionCOACH** for +5years

How coaching over a 5-year period can affect your work life balance:



% of clients who agree that ActionCOACH helped them to achieve a better work:life balance

71%

stated that since working with **ActionCOACH** their revenue has increased



67%

of clients stated that since working with **ActionCOACH** their workforce has increased



World class levels of client advocacy -

84

NET PROMOTER SCORE



How ActionCOACH compares against other industry leaders:

Brands with an NPS score of

0-49

- Airbnb
- UPS

Brands with an NPS score of

50-69

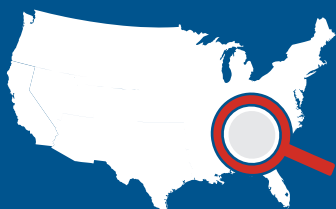
- American Express
- Apple

Brands with an NPS score of

70+

- ActionCOACH
- Costco

Sources: <https://www.satmetrix.com/wp-content/uploads/2019/04/2019-Benchmarks.pdf>



Participating Coaches for ActionCOACH Heartland (Iowa and Nebraska)

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

BRAD SUGARS