

CUSTOMER SATISFACTION SURVEY

1st Half of 2023 (January - June) Performance

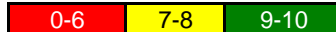
| | FAST Unimerchants Inc. | |
|---|-------------------------------|------------|
| | FUI MNC | |
| | Cebu & Bohol | POD |
| <i>Respondents</i> | 197 | 360 |
| Our salesperson is courteous & well-groomed. | VS | E |
| He visits your outlet regularly as scheduled. | VS | E |
| He conducts stock inventory and store checking during a store visit. | VS | E |
| Our delivery personnel are well-mannered, polite and honest. | E | E |
| Ordered stocks are delivered on the expected date and in good condition. | E | E |
| We are responsive to your calls, queries and/or concerns and provide resolutions on time. | VS | E |

1- Poor (P) 2 - Needs Improvement (NI) 3 - Satisfactory (S) 4 - Very Satisfactory (VS) 5 - Excellent(E)

Overall Rating 1-1.99 P 2-2.99 NI 3-3.99 S 4-4.99 VS

Based on QMS Target (Very Satisfactory)

Net Promoter Score



Based on QMS Target (9-10) Promoter

| | |
|------|-----|
| VS | E |
| HIT | HIT |
| MISS | HIT |

FEEDBACKS

| Positive Feedback | | FUI MNC | |
|-------------------|---|--------------|-----|
| | | Cebu & Bohol | POD |
| 1 | The salesman is good, well mannered, honest | - | 4 |
| 2 | The salesman visits store regularly. | 7 | - |
| 3 | Satisfied customer. | 16 | - |

| Areas for Improvement | | FUI MNC | |
|-----------------------|---|--------------|-----|
| | | Cebu & Bohol | POD |
| 1 | The salesman missed to deliver on time. | 3 | 1 |
| 2 | Request to replace nearly expired products. | 1 | 2 |
| 3 | Dissatisfied customer. | - | 1 |

Reviewed by:

Ferdinand T. Ozon
AVP for Operations (FUI)

Alberto Inocencio P. de Veyra, Jr.
Chief Executive Officer