

Client Survey 2010

Results

Client Survey Results – Introduction and satisfaction summary

We recently conducted a summary of all of our clients to see how we are performing in their eyes. Of all the clients that read the survey, 67% went on to complete it.

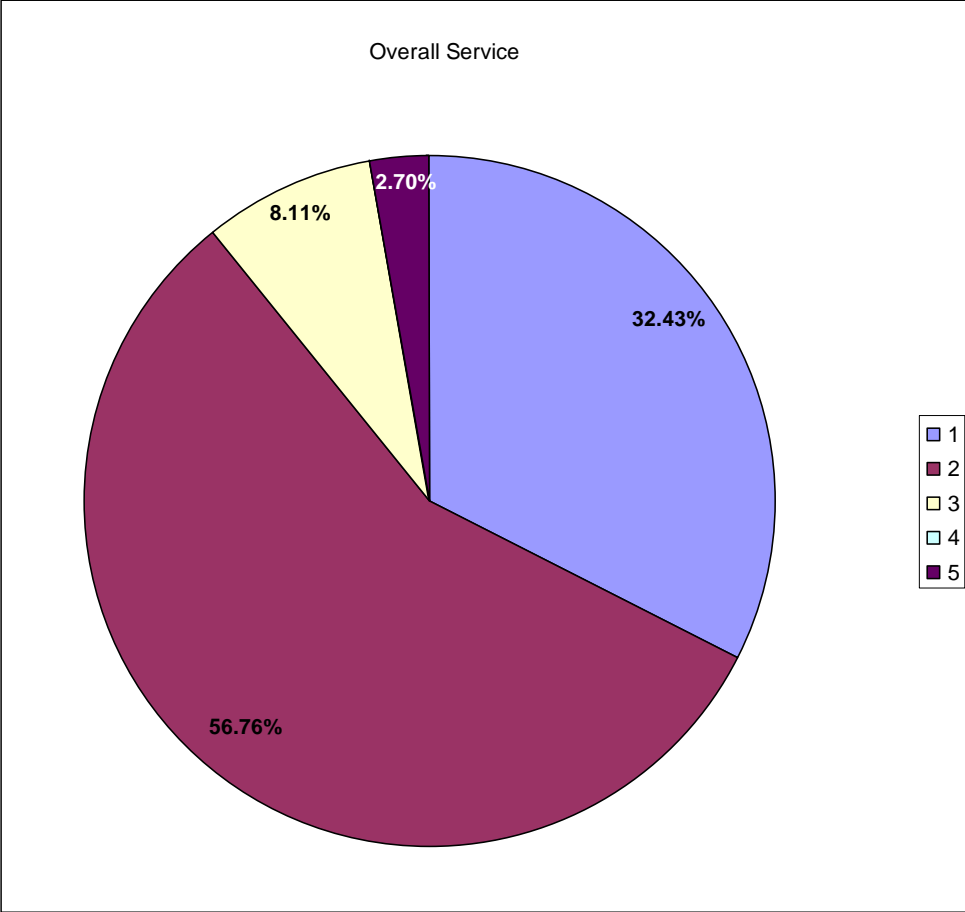
We asked: In thinking about your most recent experience with Throgmorton, how satisfied are you with the service you received?

(1 = Very satisfied, 5 = Very dissatisfied)

Here are the percentages of those who responded “Satisfied” or “Very satisfied” (where applicable) for the following services:

Service	% Satisfied
Overall	89
Accounts	87
Co-Sec	84
HR	80
Payroll	100
Tax	88
VAT	81

Client Survey Results – Overall Service



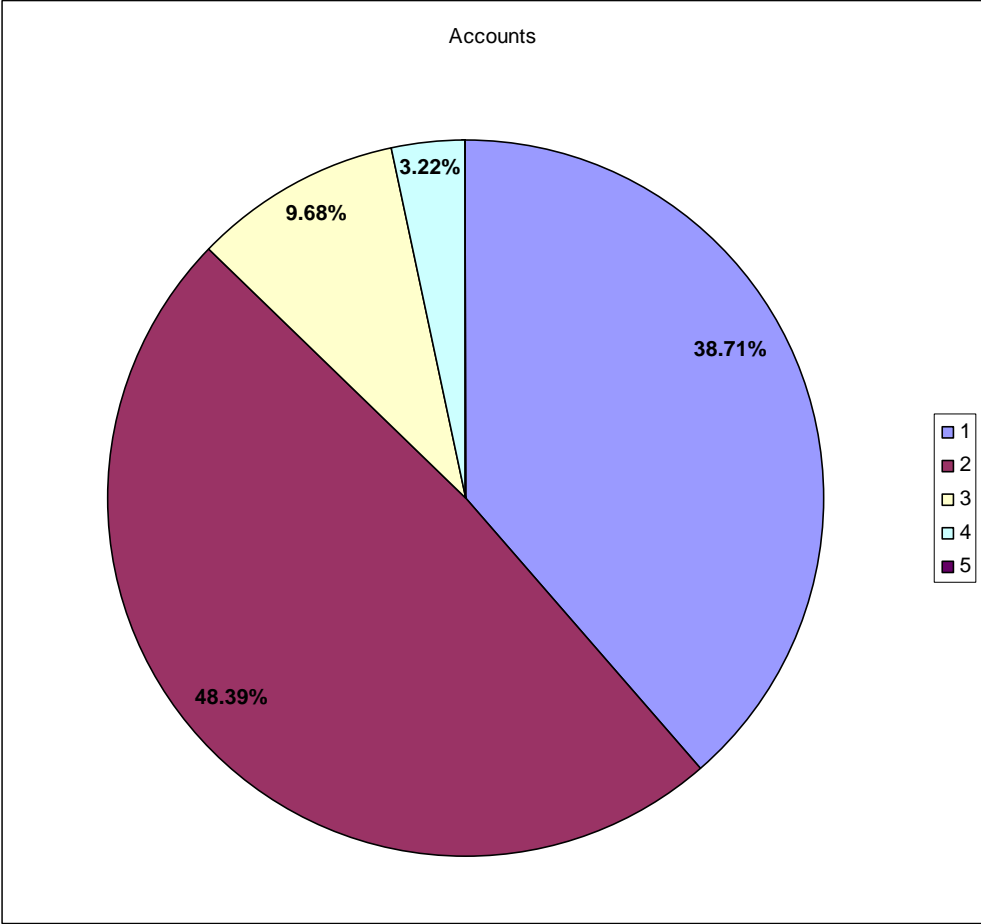
“I am very pleased with all the services that Throgs provide, they are timely and the information is accurate”

“Excellent service – very nice to deal with a team who can relate to issues and proactively solve them”

“Always very ready to help and flexible to our needs. Never a problem when we make difficult or abnormal requests and always provide good advice”

1 = Very satisfied	32.43%
2 = Satisfied	56.76%
3 = Neutral	8.11%
4 = Dissatisfied	0.00%
5 = Very dissatisfied	2.70%

Client Survey Results – Accounts

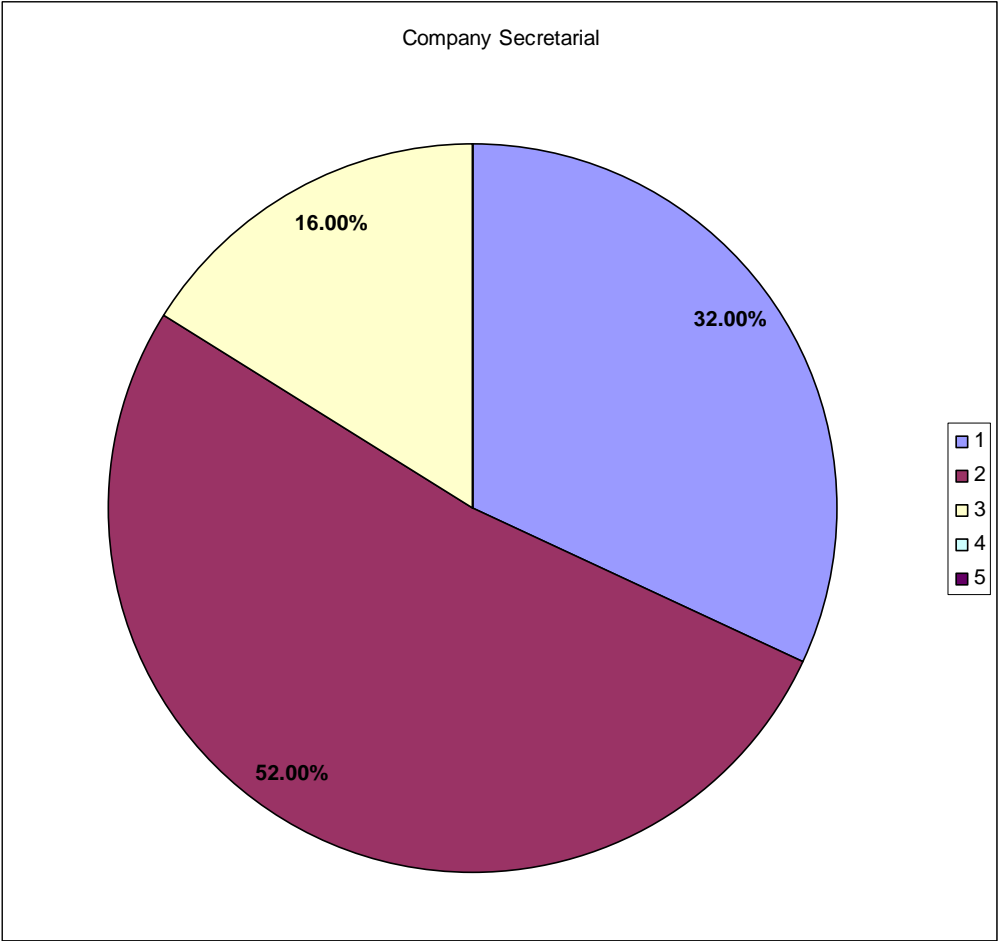


“Throgs provide a comprehensive service and we have a good working relationship with them across all areas of the firm”

“The accounting team have been very professional and have assisted me with ad hoc projects willingly”

1 = Very satisfied	38.71%
2 = Satisfied	48.39%
3 = Neutral	9.68%
4 = Dissatisfied	3.22%
5 = Very dissatisfied	0.00%

Client Survey Results – Company Secretarial

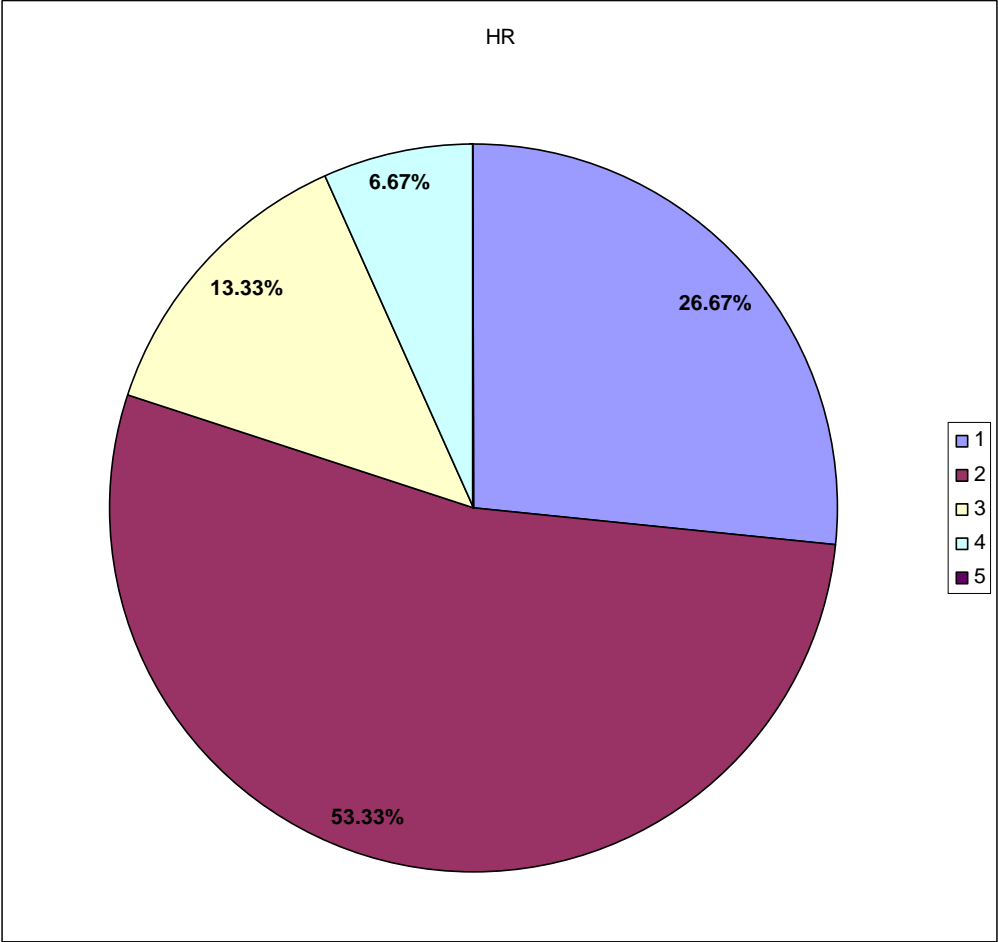


“Very good overall service, thanks”

“Service we have received is good and generally timely”

1 = Very satisfied	32.00%
2 = Satisfied	52.00%
3 = Neutral	16.00%
4 = Dissatisfied	0.00%
5 = Very dissatisfied	0.00%

Client Survey Results – HR



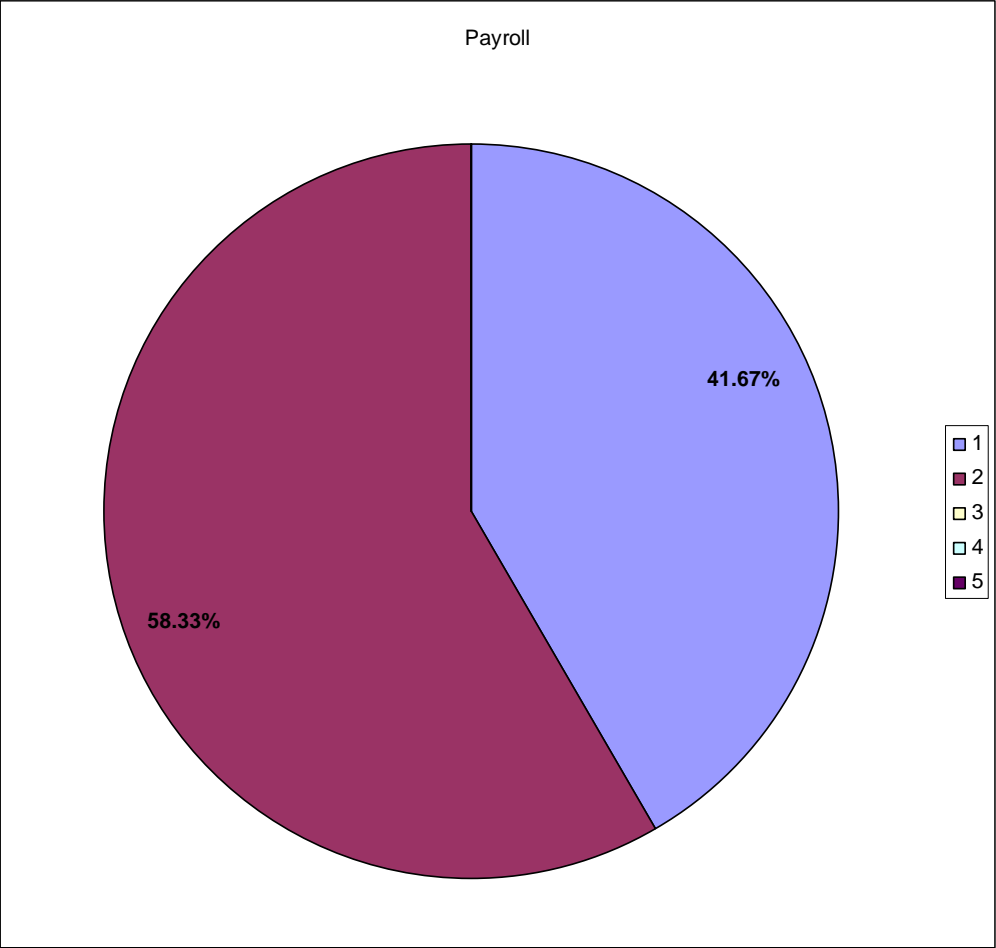
“Overall very happy with their service – we find them very responsive to us”

“Excellent overall”

“Very pleased with the service provision”

1 = Very satisfied	26.67%
2 = Satisfied	53.33%
3 = Neutral	13.33%
4 = Dissatisfied	6.67%
5 = Very dissatisfied	0.00%

Client Survey Results – Payroll

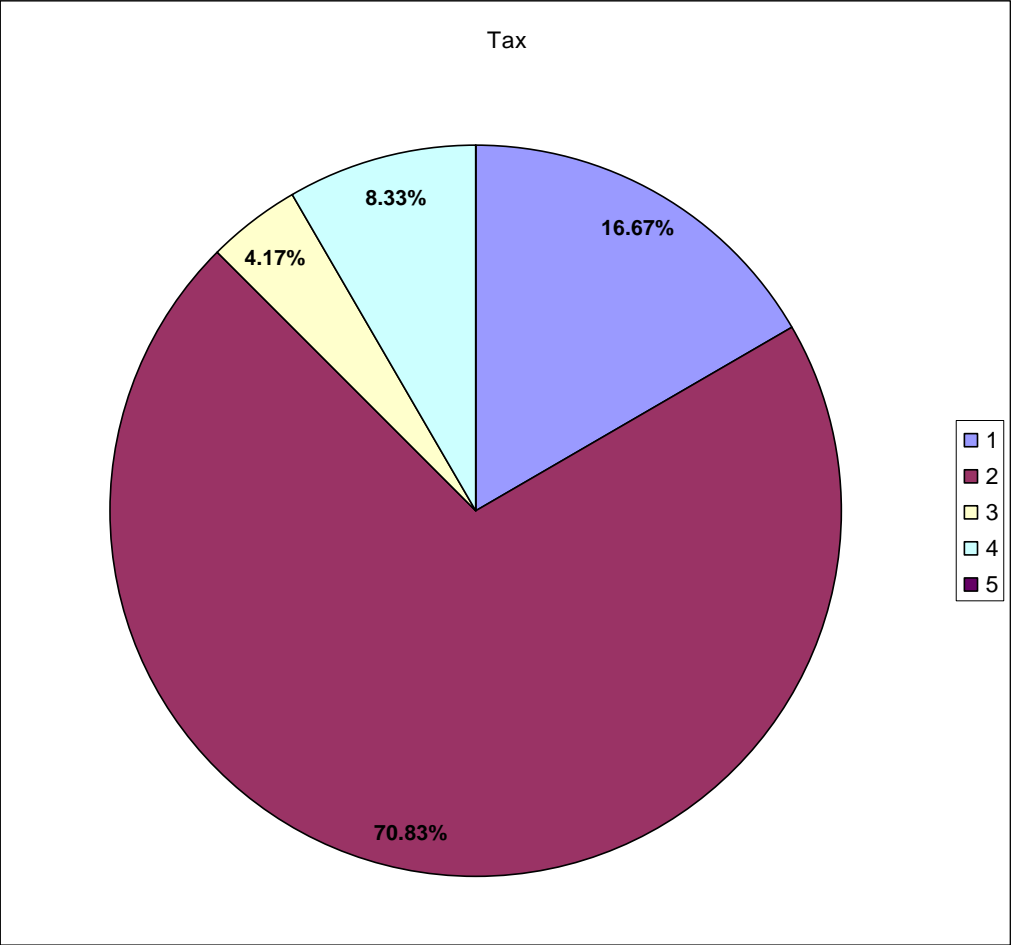


“Both accounting and payroll services are accurate and timely. There is confidence in the expertise of staff particularly in those at senior level”

“The service is adequate for our UK based payroll. The monthly processing is quick and efficient, and the year end help is invaluable”

1 = Very satisfied	41.67%
2 = Satisfied	58.33%
3 = Neutral	0.00%
4 = Dissatisfied	0.00%
5 = Very dissatisfied	0.00%

Client Survey Results – Tax

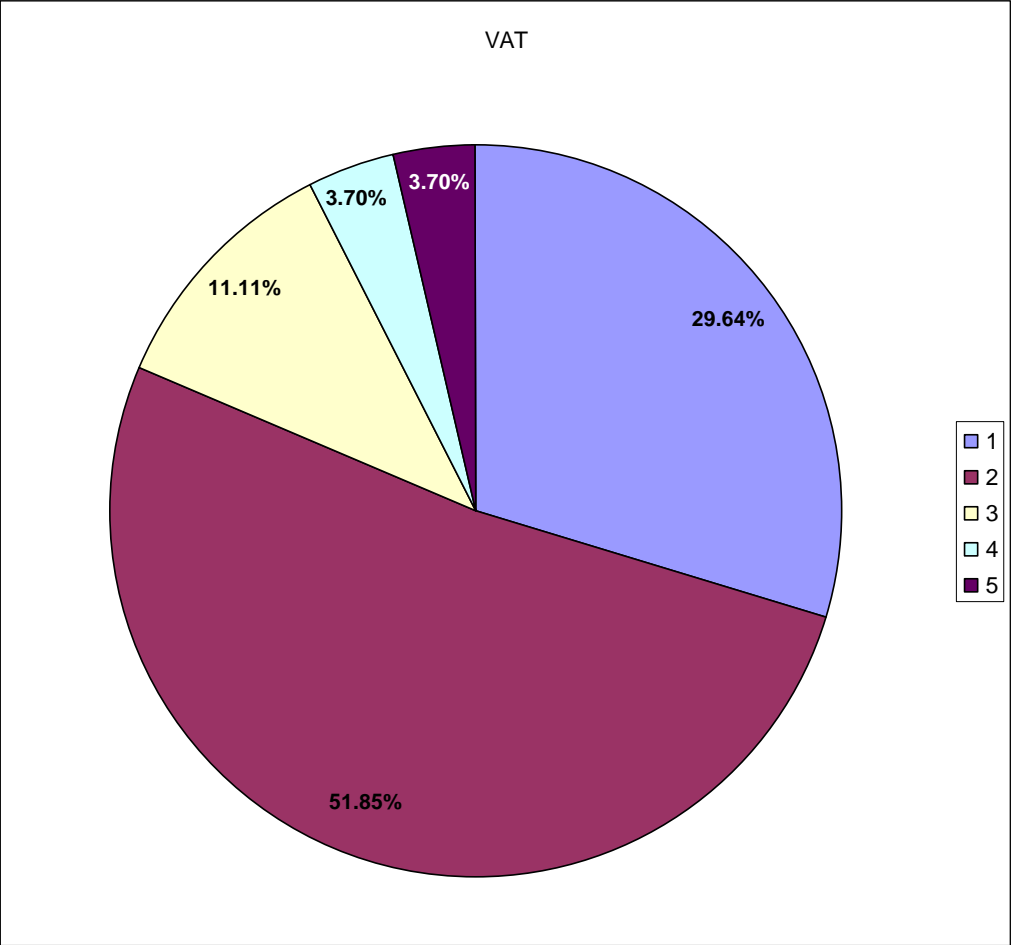


“Tax was very responsive on the few times I have worked with them”

“We have been very pleased with our interaction with Throgmorton”

1 = Very satisfied	16.67%
2 = Satisfied	70.83%
3 = Neutral	4.17%
4 = Dissatisfied	8.33%
5 = Very dissatisfied	0.00%

Client Survey Results – VAT



“We have just begun working with Throgmorton. It is early days but very satisfied thus far”

“Overall service is very good – we appreciate the attentiveness and patience with our severely delayed launch”

1 = Very satisfied	29.64%
2 = Satisfied	51.85%
3 = Neutral	11.11%
4 = Dissatisfied	3.70%
5 = Very dissatisfied	3.70%

Client Survey Results – Other results summary

We asked: **Do you consider our services value for money?**

92% said yes and here are a few of the comments:

“The service is excellent value for money”

“The marginal cost of finding a competitor or doing this in-house isn’t significant; and in many cases you are better value”

“Costs in line with service – don’t believe there is overcharging, as with some other service providers”

“Though Throgmorton is not inexpensive, the personnel have added value to our business by helping us avoid pitfalls we did not know existed”

Client Survey Results – Other results summary

We asked: **Do our services cover your requirements?**

95% said yes and here are a few of the comments:

“However, as a global organisation I am looking for ways of streamlining processes and reducing admin time, so it would be better if Throgmorton could help with that too”

“You should also provide transfer pricing services to hedge funds”

Client Survey Results – Other results summary

We asked: **How do you see Throgmorton's role in your organisation?**

Here are a few of the comments:

"An important supporting partner providing necessary outsourced services efficiently and cost effectively with occasional added value when new issues arise"

"Key"

"A very important outsourced service provider"

"Pivotal to the smooth running of our business – allows me to sleep better at night!"

"Indispensible"

Client Survey Results – Other results summary

We asked: **If you have any additional comments with regards to Throgmorton’s services, please share them:**

Here are a few of the comments:

“Keep up the current standards and remain good value to avoid customers reviewing their relationship at a time of economic difficulty where all companies almost continuously re-evaluate service suppliers.”

“I would recommend the HR and Payroll team without hesitation”

“I find Throgmorton very responsive and helpful to ad hoc queries over and above their core service provision. This gives me the comfort of feeling you are genuinely working with me”

Client Survey Results – Other results summary

...and finally

We asked: Would you recommend Throgmorton's services to others?

97% said yes!

Thank you to all our clients who took the time to complete this survey