	2008 68.1 66.3 66.0 66.6 67.2 67.0 NM NM	2009 65.8 65.5 66.2 66.4 65.3	2010 68.2 70.0 76.7	2011 70.6 70.8	2012 69.1	<sup>2013</sup> 72.2	2014	2015	2016	2015- Year-o Change / 1	n-Year	SECTOR / Sub-sector / Company Measured
68.5 ( 68.7 69.3 69.8 68.4 NM NM NM 67.5 66.6 68.9 67.3 NM	68.1 66.3 66.0 66.6 67.2 67.0 NM NM	65.8 65.5 66.2 66.4	68.2 70.0	70.6				2015	2016			SECTOR / Sub-sector / Company Measured
68.5 ( 68.7 69.3 69.8 68.4 NM NM NM 67.5 66.6 68.9 67.3 NM	68.1 66.3 66.0 66.6 67.2 67.0 NM NM	65.8 65.5 66.2 66.4	68.2 70.0	70.6				2015	2016	Change /	% Change	SECTOR / Sub-sector / Company Measured
68.7 69.3 69.8 68.4 NM NM NM 67.5 66.6 68.9 67.3 NM	66.3 66.0 66.6 67.2 67.0 NM NM	<i>65.5</i> 66.2 66.4	70.0		69.1	72.2						
69.3 69.8 68.4 NM NM NM 67.5 <i>66.6</i> 68.9 67.3 NM	66.0 66.6 67.2 67.0 NM NM	66.2 66.4		70.0		12.2	69.6	70.0	71.7	+1.71	(+2.4%)	RETAIL (Sector)
69.3 69.8 68.4 NM NM NM 67.5 <i>66.6</i> 68.9 67.3 NM	66.0 66.6 67.2 67.0 NM NM	66.2 66.4		/11×	70.3	75.2	68.4	68.6	70.2	+1.64	(+2.4%)	Department Stores (Sub-sector)
69.8 68.4 NM NM NM 67.5 <i>66.6</i> 68.9 67.3 NM	66.6 67.2 67.0 NM	66.4		72.5	74.1	79.8	71.4	71.7	73.2		(+2.2%)	DEDaltment Stores (Sub-Sector)
68.4 NM NM NM 67.5 <i>66.6</i> 68.9 67.3 NM	67.2 67.0 NM NM		70.0	71.6	71.9	75.2	69.5	70.9	71.7		(+1.1%)	Takashimaya
NM NM NM 67.5 <i>66.6</i> 68.9 67.3 NM	67.0 NM NM		67.0	72.0	69.7	75.0	69.4	69.4	71.2		(+2.6%)	Robinsons
NM NM 67.5 66.6 68.9 67.3 NM	NM NM	65.0	67.0	70.6	68.5	76.2	69.7	70.8	71.0		(+0.3%)	Isetan
NM NM 67.5 <i>66.6</i> 68.9 67.3 NM	NM	65.5	70.2	71.8	71.9	75.8	67.9	67.3	68.6		(+2.0%)	Tangs
NM 67.5 <i>66.6</i> 68.9 67.3 NM	NM	64.5	68.1	70.4	68.6	75.1	68.0	67.0	69.1		(+3.2%)	Metro
67.5 66.6 68.9 67.3 NM		NM	NM	NM	NM	NM	NM	NM	70.8	NA		BHG
66.6 68.9 67.3 NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	NA	NA	John Little
68.9 67.3 NM	65.7	64.4	64.6	68.3	67.0	73.0	66.0	65.8	67.5	+1.71	(+2.6%)	Other department stores
67.3 NM	63.3	64.1	65.4	67.9	67.9	70.0	71.1	70.6	71.5	+0.84	(+1.2%)	Supermarkets (Sub-sector)
NM	64.6	64.7	65.4	66.3	68.5	71.4	70.9	70.7	71.7	+1.00	(+1.4%)	NTUC FairPrice
NM	63.9	64.4	67.1	69.0	67.9	69.5	71.7	71.6	72.5		(+1.2%)	Cold Storage
	64.0	63.8	65.8	68.0	67.0	66.8	71.6	69.4	71.9		(+3.5%)	Sheng Siong
	NM	NM	NM	NM	NM	NM	NM	NM	71.1	NA		Giant
65.3	59.9	63.7	64.9	68.1	65.5	66.3	69.2	67.3	67.6		(+0.4%)	Other supermarkets
NM	68.5	67.8	66.4	67.1	68.7	70.6	69.2	70.7	71.5	+0.84	(+1.2%)	Petrol Service Stations (Sub-sector)
68.0	68.2	67.0	66.2	66.2	68.5	70.9	68.3	71.5	72.4		(+1.2%)	ExxonMobil (Esso)
69.5	68.6	68.4	66.4	68.9	69.4	72.4	70.3	70.1	71.5		(+1.9%)	Shell
68.8	68.8	68.3	66.6	66.2	66.7	67.4	68.6	67.5	69.1		(+2.4%)	Chevron (Caltex)
69.6	68.5	68.7	66.4	66.2	69.9	70.4	69.6	71.7	71.6	-0.06	(-0.1%)	SPC
NM	70.1	65.7	69.6	73.2	69.0	73.1	70.6	72.8	73.1	+0.38	(+0.5%)	Motor Vehicles (Sub-sector)
68.7	67.2	66.1	66.4	68.5	70.0	71.5	69.2	69.3	71.9	+2.62	(+3.8%)	Fashion Apparels (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA	NA	H&M
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	NA	NA	Giordano
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.1	NA	NA	G2000
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.9	NA	NA	Cotton On
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.5	NA	NA	Uniqlo
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA	NA	Zara
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.8	NA	NA	Bossini
NM	NM	NM	NM	NM	NM	NM	NM	NM	74.0	NA	NA	Hang Ten
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA	NA	Mango
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.5	NA	NA	Topshop
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	NA	NA	Other fashion apparels stores
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.5	NA	NA	Furniture & Electronic Stores (Sub-sector
NM	NM	NM	NM	NM	67.3	75.5	68.1	68.4	67.9	-0.54	(–0.8%)	IKEA
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1	NA	NA	Courts
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.8	NA	NA	Harvey Norman
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.0	NA	NA	Challenger
NM	NM	NM	NM	NM	NM	NM NM	NM	NM NM	72.4	NA NA	NA	Gain City
NM	NM	NM	NM	NM	NM		NM		72.5			Other furniture & electronics stores
70.0	68.2	69.0	69.2	71.8	70.9	70.7	68.7	69.3	72.3	+2.94	(+4.2%)	Jewellery Stores (Sub-sector)
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	71.1 69.3	NA NA	NA	e-Commerce (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.6	NA	NA	Amazon
									71.1		NA	Carousell Deals.com/Ensogo
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	71.6	NA NA		Ebay
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	NA		Groupon
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.9	NA	NA	Lazada
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.3	NA		Qoo10
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.0	NA	NA	Taobao/Tmall
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.2	NA		Zalora
67.4 6	67.2	66.4	64.4	64.3	65.9	67.7	66.8	67.4	68.5	+1.09	(+1.6%)	INFO-COMMUNICATIONS (Sect
NM	67.5	66.6	64.7	64.5	66.3	67.7	67.2	68.4	69.2	+0.78	(+1.1%)	Mobile Telecom (Sub-sector)
68.2	66.8	66.3	63.5	64.5	65.6	69.3	68.1	69.4	72.0	+2.63	(+3.8%)	Singtel
67.4	69.1	68.0	65.7	64.1	66.6	66.8	67.2	69.0	67.5		(–2.2%)	StarHub
66.5	66.0	64.8	65.7	65.3	68.0	64.3	64.4	63.9	65.0	+1.04	(+1.6%)	M1
NM	65.7	65.2	63.6	62.9	64.2	67.5	65.3	64.9	67.0		(+3.3%)	Broadband (Sub-sector)
67.6	66.1	65.1	63.1	62.2	64.0	67.7	65.1	64.1	66.9		(+4.3%)	Singtel
66.8	65.3	66.1	63.8	63.7	64.4	67.5	65.8	66.9	67.0		(+0.1%)	StarHub
66.6	65.3	60.3	65.6	63.7	63.9	64.3	66.2	66.2	67.5	+1.28	(+1.9%)	M1
	N/N/	N1NA	<b>NIN</b>	N/N/	<b>NIN</b>	N/N/	66 5	65 1	66.6	150	(12/0/)	PauTI/ (Sub cactor)
N/N/	NM NM	NM NM	NM NM	NM NM	NM NM	NM	66.5 65.0	65.1 64.4	66.6		(+2.4%) (+2.3%)	PayTV (Sub-sector) Singtel
NM	NM	NM	NM	NM	NM	NM NM	65.0 67.0	64.4 66.6	65.8 67.7		(+2.3%) (+1.6%)	StarHub
NM		I N I VI	I N IVI	TN IVI	IN IVI	I VI VI	07.0	00.0	07.7	+1.00	( 1.0 /0)	otariiub

**NM** Not Measured NA Not Appilcable

Customer Satisfaction scores are based on a 0 to 100 scale.

Note 1 Tracking for individual Motor Vehicle companies was discontinued in 2012 due to the fall in new car sales volume. Note 2 Mustafa was previously tracked under the Supermarket sub-sector. Since 2012, it has been tracked under the Departmental Stores sub-sector.

Point         Point <th< th=""><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>CSISG</th><th>Quarter 2</th><th></th><th></th><th></th><th></th></th<>								CSISG	Quarter 2				
2007         2008         2010         2011         2012         2014         2015         Dumper / % Change / % Concerpt / Company Massa           NM         NM <th></th>													
NM         NM<	2007	2002	2000	2010	2011	2012	2012	2014	2015	2010			
667       71.9       72.6       72.6       72.7       73.3       73.5       +0.27       (-0.48)       Avinus (Sub-sector)         73.5       73.6       73.7       75.6       77.8       73.4       74.9       73.1       75.6       77.8       73.4       74.9       73.7       73.7       75.6       77.8       73.8       73.7 <t< th=""><th>2007</th><th>2008</th><th>2009</th><th>2010</th><th>2011</th><th>2012</th><th>2013</th><th>2014</th><th>2015</th><th>2016</th><th>Change /</th><th>/o Gilalige</th><th>SECTOR / Sub-sector / Company Measur</th></t<>	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Change /	/o Gilalige	SECTOR / Sub-sector / Company Measur
TAD         TAD <thtad< th=""> <thtad< th=""> <thtad< th=""></thtad<></thtad<></thtad<>	NM	72.8	75.5	+2.66	(+3.7%	AIR TRANSPORT (Sector)							
TAD         TAD <thtad< th=""> <thtad< th=""> <thtad< th=""></thtad<></thtad<></thtad<>	69 7	71 9	72.6	71.8	73 2	74.6	77 1	73 3	73.2	73 5	+0 27	(+0.4%)	Airlines (Sub-sector)
TOD         TOD         TOD         TOD         TOD         TAL         TAL <thtal< th=""> <thtal< th=""> <thtal< th=""></thtal<></thtal<></thtal<>												,	
MM         MM         VA         VEA         TZ         TZ <thtz< th="">         TZ         TZ         TZ&lt;</thtz<>													
Big         7.00         7.14         7.17         7.29         7.29         7.29         7.29         7.20         7.21         7.15         7.12         7.12         7.12         7.14         7.15         7.15         7.15         7.15         7.15         7.15         7.15         7.15         7.15         7.11         7.15													
Image         7.4.         7.1.3         7.1.4         7.4.5         7.4.5         7.4.1         7.3.0         7.3.3         7.4.1         7.4.6         7.4.6         7.4.5         7.4.5         7.4.6         7.4.7.6         7.4.7.7         7.4.6         7.4.7         7.4.6         7.4.7         7.4.7         7.4.6         7.4.7													
MM         MM<													
Heat         Heat         Form         Heat         Heat <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></th<>													
NM         NM         NM         NM         NM         Chi 2         65.2         65.8         66.6         2.75         70.3         Teach Mark           NM         NM         NM         NM         NM         NM         64.3         64.1         65.9         65.9         67.5         70.3         71.8         NM													
INI.         INI. <th< td=""><td>NM</td><td>63.6</td><td>59.0</td><td>59.5</td><td>65.7</td><td>62.7</td><td>67.5</td><td>68.3</td><td>68.3</td><td>69.5</td><td>+1.21</td><td>(+1.8%)</td><td>Budget Airlines (Sub-sector)</td></th<>	NM	63.6	59.0	59.5	65.7	62.7	67.5	68.3	68.3	69.5	+1.21	(+1.8%)	Budget Airlines (Sub-sector)
Internet	NM	NM	NM	NM	NM	63.2	66.0	65.2	65.8	68.6	+2.76	(+4.2%)	Tiger Airways
MM         NM         State         Constrained         State         Constrained         State         Constrained         State         Constrained         State         State         Constrained         State         State<	NM	NM	NM	NM	NM	62.2	66.9	68.0	67.5	70.3	+2.84	(+4.2%)	Jetstar Asia
HM         NM         NM         NM         EA         7         7.3         7.15         7.03         7.03         7.03         7.03         7.03         7.03         7.03         7.03         7.03         7.03         7.03         7.03         7.04         0.00         Other burger atrines           NM         NM         NM         NM         NM         NM         NM         NM         NM         6.3         67.4         67.6         67.6         67.6         67.6         67.6         67.6         67.6         66.7         67.7         67.8         67.6         67.6         66.6         66.6         62.2         66.4         4.40         (7.7.13)         MIT Stem         SMIT Tass           64.3         67.4         64.4         66.6         66.6         66.7         66.7         66.7         70.0         70.7         70.0         MIT Stem         SMIT Tass           64.4         64.4         66.6         66.6         66.6         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.7         66.	NM	NM	NM	NM	NM	61.9	68.3	66.9	68.0	69.9	+1.95	(+2.9%)	AirAsia
MM         71.6         73.7         78.6         72.8         85.5         75.4         75.1         81.4         +6.28         (2.4.4%)         Change Apport (Sub-sector)           NM         State         Fig.4         (F.2.4%)         LADD TRANSPORT (Sector)           69.9         67.2         67.3         66.3         65.6         66.4         (+2.4%)         MET System (Sub-sector)           69.9         68.2         66.3         65.6         66.3         66.6         64.4         (+2.2%)         MET System (Sub-sector)           63.8         66.3         66.4         61.6         60.6         62.7         (+1.8)         (*3.0%)         Full Back         SMET Bunes           67.1         64.7         64.4         66.6         64.3         67.3         63.2         65.9         70.0         (+4.07)         (+6.2%)         SMET Bunes         SMET Bunes           67.3         66.3         66.3         66.3         7.2         72.0         65.1         65.3         66.2         72.0         (+6.1)         -3.30<(+6.6%)	NM	NM	68.2	NA	NA	Scoot							
NM         NM         NM         NM         NM         NM         NM         63.3         66.8         +3.44         (+5.4%) LAN TRANSPORT (Sector)           093         67.7         67.3         63.8         67.6         61.5         63.3         59.6         61.5         66.3         +4.40         (+7.1%)         MMT System (Sub-sector)           099         68.2         66.3         64.6         61.6         60.6         63.8         66.5         +4.20         (+3.3%)         Public Busset (Sub-sector)           63.8         64.7         64.4         61.9         66.6         63.9         62.2         (+4.4)         (+2.2)         (+3.3%)         Public Busset (Sub-sector)           63.8         64.7         64.4         66.6         64.3         67.3         63.2         65.9         70.0         +4.07         (+6.2%)         Tax/Services (Sub-sector)           67.4         64.4         66.6         64.4         67.5         65.6         69.3         -4.30         (+5.5%)         Demtritions         SMT Times           66.1         66.3         66.6         64.6         72.7         72.0         66.6         9.9         9.9         9.2.1         +5.9         Demtritions	NM	NM	NM	NM	NM	63.7	70.3	71.5	70.3	70.9	+0.60	(+0.9%)	Other budget airlines
693         67.0         67.0         67.1         67.0         67.2         67.2         67.3         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         66.4         66.5         67.3         67.4         77.0         67.4         67.4         67.4         66.4         66.5         67.2         67.4         77.0         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         77.0         67.4         77.0         67.4         77.0         77.0         77.0         77.2         77.2         77.2         77.2         77.2         77.2	NM	NM	71.6	73.7	78.6	72.8	85.5	75.4	75.1	81.4	+6.28	(+8.4%)	Changi Airport (Sub-sector)
693         67.0         67.0         67.1         67.0         67.2         67.2         67.3         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         66.4         66.5         67.3         67.4         77.0         67.4         67.4         67.4         66.4         66.5         67.2         67.4         77.0         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         67.4         77.0         67.4         77.0         67.4         77.0         77.0         77.0         77.2         77.2         77.2         77.2         77.2         77.2	NM	63.3	66.8	+3.44	(+5.4%	) I AND TRANSPORT (Sector)							
B33         677         673         633         653         653         653         653         653         653         653         653         653         653         653         653         653         653         653         653         653         653         653         663 <td></td>													
69.0         68.2         66.3         65.5         69.0         63.2         67.3         60.3         63.9         66.5         +2.62         (+1.1%)         SBS Transit Trains           64.3         64.7         67.9         61.1         66.6         60.5         62.2         (+1.8)         SMS Transit Trains           67.1         64.4         64.4         64.6         64.4         64.7         67.3         60.4         64.7													-
64.0       62.9       61.1       66.4       61.6       60.6       58.5       60.9       62.7       +1.82       (+3.0%)       Public Buses         65.3       65.8       62.2       66.4       61.9       62.2       64.4       +1.55       (+2.5%)       SMPT Buses         67.4       65.1       66.4       65.5       62.2       65.6       67.9       70.0       +4.07       (+6.2%)       Dati Services (Sub-sector)         67.4       65.1       66.4       66.5       66.2       70.5       65.5       66.2       70.0       +4.07       (+6.2%)       Controlbacian Tass         80.4       66.0       63.3       62.6       64.5       70.5       65.5       66.2       70.1       +3.09       1+5.5%)       Controlbacian Tass         80.4       10.4       10.4       66.4       65.3       62.7       72.0       65.1       16.15       16.16       16.16													
63.8       64.7       64.4       61.9       66.5       60.8       60.1       57.7       60.4       61.9       +1.55       (*2.5 %)       SNPT Buyes         67.1       64.7       64.4       66.6       64.3       67.7       60.4       61.9       +1.55       (*2.5 %)       SNPT Buyes         7.4       65.1       64.1       64.2       66.6       64.4       65.5       62.2       65.6       60.3       -1.55       ConfertDelCon Taxs         1M       66.0       65.3       67.6       67.6       67.7       71.9       +4.47       (+4.65.8)       Dimeral         1M       MM       MM       MM       F1.8       66.5       62.7       71.9       +4.25       Dimeral       Dimeral         1M       MM       MM       MM       MM       MM       MM       MM       Participation       Dimeral       Dimeranse       Dimeral       Dimeranse </td <td>69.9</td> <td>68.2</td> <td>66.3</td> <td>65.5</td> <td>69.0</td> <td>63.2</td> <td>67.3</td> <td>60.3</td> <td>63.9</td> <td>66.5</td> <td>+2.62</td> <td>(+4.1%)</td> <td>SBS Transit Trains</td>	69.9	68.2	66.3	65.5	69.0	63.2	67.3	60.3	63.9	66.5	+2.62	(+4.1%)	SBS Transit Trains
65.3       63.8       62.2       58.9       66.3       60.1       57.7       60.4       61.9       +1.55       (+2.5%)       SBS Tamit Buess         67.4       63.1       64.4       66.6       64.3       67.3       63.2       65.9       70.0       +4.07       (+6.5%)       Commbality Date         67.4       63.1       64.1       64.2       66.6       64.3       67.3       63.2       65.9       70.0       +4.07       (+6.5%)       Commbality Date         11M       64.1       64.4       65.6       62.5       65.2       65.1       66.2       70.1       +4.44       (+6.5%)       Tamsab         11M       NM       NM       65.4       65.2       72.2       +5.27       (+5.9%)       Premer         NM       NM       NM       NM       NM       NM       NM       68.8       NA       NA       Tamsab       Premer         NM       NM       NM       NM       NM       NM       NM       69.7       AA       Ad       Uber       Commontality Distributes       Distributes       Distributes       Distributes       Distributes       Distributes       Distributes       Distributes       Distributes       Distri	64.3	64.0	62.9	61.1	66.4	61.6	60.6	58.5	60.9	62.7	+1.82	(+3.0%)	Public Buses (Sub-sector)
65.3       63.8       62.2       58.9       66.3       60.1       57.7       60.4       61.9       +1.55       (4.20%)       SBS Tanist Buses         67.4       66.1       64.4       66.6       64.3       67.3       62.2       65.9       70.0       +4.07       (-62.9)       Taxi Services (Sub-sector)         67.4       66.1       64.2       66.6       63.5       62.2       66.6       69.3       +3.50       (+5.5%)       SMRT Tails         NM       NM       66.0       63.5       65.2       77.5       65.1       66.2       70.1       +4.44       (+5.5%)       SMRT Tails         NM       NM       NM       NM       NM       NM       NM       NM       65.1       66.2       70.1       +4.44       (+5.5%)       Famosb         NM       NM       NM       NM       NM       NM       NM       NA       A <t< td=""><td>63.8</td><td>64.7</td><td>64.4</td><td>61.9</td><td>66.6</td><td>63.9</td><td>62.2</td><td>60.5</td><td>62.2</td><td>64.4</td><td>+2.22</td><td>(+3.6%)</td><td>SMRT Buses</td></t<>	63.8	64.7	64.4	61.9	66.6	63.9	62.2	60.5	62.2	64.4	+2.22	(+3.6%)	SMRT Buses
67.4       63.1       64.1       64.2       66.6       64.4       65.5       62.9       65.6       67.3       73.69       15.533       State       Demonstration Takes         NM       66.0       63.9       63.8       66.6       65.4       67.8       66.6       69.4       64.3       67.4       71.9       -4.44       (-6.53)       Transcab         NM       NM       NM       65.4       67.8       66.6       69.4       64.3       67.4       71.9       -4.44       (-6.53)       Transcab         NM       Gab       AA       AA       Grab         NM       NM       NM       NM       NM       NM       NM       NM       MA       AA       Outer transport Booking App (Sub-sector)         NM       NM       NM       NM       NM       NM       NM       MA       AA       A       Outer transport booking app         NM       NM       NM       NM       NM       NM       NM       NM       Gab       AA       A       <			62.2		66.3	60.8	60.1						
67.4       63.1       64.1       64.2       66.6       64.4       65.5       62.9       65.6       67.3       73.69       15.533       State       Demonstration Takes         NM       66.0       63.9       63.8       66.6       65.4       67.8       66.6       69.4       64.3       67.4       71.9       -4.44       (-6.53)       Transcab         NM       NM       NM       65.4       67.8       66.6       69.4       64.3       67.4       71.9       -4.44       (-6.53)       Transcab         NM       Gab       AA       AA       Grab         NM       NM       NM       NM       NM       NM       NM       NM       MA       AA       Outer transport Booking App (Sub-sector)         NM       NM       NM       NM       NM       NM       NM       MA       AA       A       Outer transport booking app         NM       NM       NM       NM       NM       NM       NM       NM       Gab       AA       A       <													
NM         66.0         63.9         63.8         66.6         70.5         63.5         66.2         70.1         +33.0         First         SMRT Trais           NM         NM         NM         65.4         66.3         66.2         72.2         +52.7         (7.9%)         Firstsoab           NM         NM         NM         NM         NM         NM         NM         First         Firstsoab         Firstsoab           NM         NM         NM         NM         NM         NM         NM         Firstsoab         Firstsoab           NM         NM         NM         NM         NM         NM         NM         Firstsoab         Firstsoab         Firstsoab           NM         NM         NM         NM         NM         NM         Firstsoab         Firstsoab         Firstsoab           NM         NM         NM         NM         NM         NM         Firstsoab         Firstsoab         Firstsoab         Firstsoab           NM         NM         NM         NM         NM         NM         Firstsoab         Firstsoab         Firstsoab         Firstsoab         Firstsoab         Firstsoab         Firstsoab         Firstsoab         F	67.1	64.7	64.4	64.4	66.6	64.3	67.3	63.2	65.9	70.0	+4.07	(+6.2%)	Taxi Services (Sub-sector)
NM         NM         NM         File         64.4         67.8         64.6         69.4         66.3         67.4         71.9         4-4.4         (F6.5%)         Transcab           NM         NM         NM         NM         NM         S55         66.3         66.5         46.8         (F6.5%)         Premier           NM         NM         NM         NM         NM         S55         62.3         68.5         46.16         (F9.5%)         Premier           NM         NM         NM         NM         NM         NM         S0.7         A4         A4         Grab           NM         NM         NM         NM         NM         NM         NM         GRA         GRA <td< td=""><td>67.4</td><td>63.1</td><td>64.1</td><td>64.2</td><td>66.6</td><td>64.4</td><td>65.5</td><td>62.9</td><td>65.6</td><td>69.3</td><td>+3.69</td><td>(+5.6%)</td><td>ComfortDelGro Taxis</td></td<>	67.4	63.1	64.1	64.2	66.6	64.4	65.5	62.9	65.6	69.3	+3.69	(+5.6%)	ComfortDelGro Taxis
NM         NM         NM         NM         NM         NM         NM         NM         Sp55         66.3         66.9         72.2         ±5.27         (±7.9%)         Premier           NM         State         Colorier Services (Sub-sector)         State         State         Colorier Services (Sub-sector)         State         State         State         Colorier	NM	66.0	63.9	63.8	66.6	63.6	70.5	63.5	66.2	70.1	+3.90	(+5.9%)	SMRT Taxis
NM         NM         NM         NM         NM         NM         Sp5         62.3         68.5         +6.18         (+9.9%)         Prime           NM         Speedpost         NP         Speedpost         Speedpost         NP         Speedpost         NP         Speedpost         NM         NM	NM	NM	NM	65.4	67.8	64.6	69.4	64.3	67.4	71.9	+4.44	(+6.6%)	Transcab
NM         NM<	NM	NM	NM	65.4	65.3	62.7	72.0	65.1	66.9	72.2	+5.27	(+7.9%)	Premier
NM         NM<	NM	59.5	62.3	68.5	+6.18	(+9.9%)	Prime						
NM         NM<	NM	NM	68.8	NA	NA	Transport Booking App (Sub-sector)							
NM         Control Control Control         Control         Control Contro         Control Contre         Contre	NM	NM	69.0	NA	NA	Grab							
NM         NM         NM         NM         NM         NM         NM         NM         File	NM	NM	69.7	NA	NA	Uber							
NM       NM       NM       NM       NM       NM       70.5       71.2       +0.68       (+1.0%) LOGISTICS (Sector)         NM       NM       NM       NM       NM       NM       NM       NM       NM       Specipot         NM       NM       NM       NM       NM       NM       68.7       70.2       72.4       72.2       72.7       +0.59       (+0.8%)       Specipot         NM       NM       NM       NM       NM       65.5       66.1       72.1       73.6       72.6       73.2       73.6       +0.32       (+0.4%)       Specipot         64.7       67.9       64.5       65.6       66.7       72.3       72.5       71.9       71.2       72.0       +0.84       (+1.2%)       DHL         65.5       65.5       65.6       66.7       72.8       65.7       68.9       +1.14       (+2.9%)       Dther ourier services         NM       NM       NM       NM       72.4       67.3       71.2       71.5       67.9       -3.55       (-5.0%)       Postal Services (SingPost) (Sub-sector)         NM       NM       NM       70.3       67.5       72.8       73.0       74.1       75	NM	NM	68.0	NA	NA	ComfortDelGro							
NM         NM         NM         NM         69.2         72.8         71.2         70.2         72.4         +2.24         (+3.2%)         Courier Services (Sub-sector)           NM         NM         NM         NM         NM         NM         66.7         70.2         72.4         72.2         72.7         +0.59         (+0.8%)         Speedpost           NM         67.6         63.9         65.5         66.1         72.1         73.6         72.2         73.6         +0.32         (+0.4%)         FedEx           64.7         67.9         64.4         65.1         66.6         72.8         72.0         +0.84         (+1.2%)         DHL           65.5         65.2         64.4         65.1         66.6         72.8         68.5         67.0         68.9         +1.94         (+2.9%)         DHL           65.5         65.2         64.4         65.1         66.6         72.8         73.0         74.1         75.7         +1.56         (+2.1%)         PUBLIC EDUCATION (Sector)           69.2         69.9         68.7         68.5         69.8         69.6         72.2         71.1         69.8         71.5         +1.64         +2.3%)         Polyte	NM	NM	67.2	NA	NA	Other transport booking app							
NM         NM         NM         NM         NM         66.7         70.2         72.4         72.2         72.7         +0.59         (+0.8%)         Speedpost           64.7         67.9         64.5         65.5         66.1         72.1         73.6         72.6         73.2         73.6         +0.32         (+0.4%)         FedEx           67.4         69.1         63.0         64.4         65.1         66.6         72.8         67.0         68.9         +1.94         (+2.0%)         UPS           67.4         69.1         63.0         64.4         65.1         66.6         72.8         68.5         67.0         68.9         +1.94         (+2.0%)         UPS           67.4         69.1         63.0         64.4         65.1         66.6         72.8         67.0         68.9         +1.94         (+2.0%)         Other courier services           NM         NM         NM         70.3         67.5         72.8         73.0         74.1         75.7         +1.56         (+2.1%) PubLic EDUCATION (Sector)           69.2         69.9         68.7         70.8         70.1         70.5         72.2         +1.64         (+2.3%)         Nagapore Poly	NM	70.5	71.2	+0.68	(+1.0%	) LOGISTICS (Sector)							
NM         NM         NM         NM         NM         66.7         70.2         72.4         72.2         72.7         +0.59         (+0.8%)         Speedpost           64.7         67.9         64.5         65.5         66.1         72.1         73.6         72.6         73.2         73.6         +0.32         (+0.4%)         FedEx           67.4         69.1         63.0         64.4         65.1         66.6         72.8         67.0         68.9         +1.94         (+2.0%)         UPS           67.4         69.1         63.0         64.4         65.1         66.6         72.8         68.5         67.0         68.9         +1.94         (+2.0%)         UPS           67.4         69.1         63.0         64.4         65.1         66.6         72.8         67.0         68.9         +1.94         (+2.0%)         Other courier services           NM         NM         NM         70.3         67.5         72.8         73.0         74.1         75.7         +1.56         (+2.1%) PubLic EDUCATION (Sector)           69.2         69.9         68.7         70.8         70.1         70.5         72.2         +1.64         (+2.3%)         Nagapore Poly	NM	NM	NM	NM	NIM	69.2	728	71.2	70.2	72 A	+2 24	(+3.2%)	Courier Services (Sub-sector)
NM         67.6         63.9         65.5         66.1         72.1         73.6         72.6         73.2         73.6         +0.32         (+0.4%)         FedEx           64.7         67.9         64.5         65.5         65.2         64.4         65.9         77.3         77.5         77.9         77.2         72.0         +0.84         (+1.2%)         DHL           65.5         63.2         64.4         65.1         66.6         72.8         68.5         67.0         68.9         +1.34         (+2.0%)         DHL           65.5         63.2         64.4         65.1         66.6         72.8         68.5         67.0         68.9         +1.94         (+2.0%)         DHE           63.0         64.4         65.1         66.6         72.8         67.0         71.7         71.5         67.9         -3.55         (-5.0%)         Postal Services (SingPost) (Sub-sector)           NM         NM         NM         70.3         67.5         72.8         73.0         74.1         75.7         +1.64         (+2.3%)         Polytechnics (Sub-sector)           70.2         70.9         70.6         65.2         69.9         69.0         73.8         76.5													
64.7       67.9       64.5       65.6       66.7       72.3       72.5       71.9       71.2       72.0       +0.84       (+1.2%)       DHL         65.5       65.5       63.2       64.4       65.9       70.3       70.5       72.0       69.9       71.3       +1.40       (+2.0%)       UPS         67.4       69.1       63.0       64.4       65.1       66.6       72.8       68.5       67.0       68.9       +1.94       (+2.9%)       Other courier services         NM       NM       NM       NM       NM       72.4       67.3       71.2       71.5       67.9       -3.55       (-5.0%)       Postal Services (SingPost) (Sub-sector)         NM       NM       NM       70.3       67.5       72.8       73.0       74.1       75.7       +1.56       (+2.1%) PUBLIC EDUCATION (Sector)         69.2       69.9       68.7       68.5       69.8       69.6       72.2       71.1       69.8       71.5       +1.64       (+2.3%)       Polytechnics (Sub-sector)         70.2       70.9       70.6       65.2       69.9       65.1       71.3       66.5       63.6       65.8       +2.19       (+3.4%)       Nanyage Poly       68.													
65.5       65.5       63.2       64.4       65.9       70.3       70.5       72.0       69.9       71.3       +1.40       (+2.0%)       UPS         67.4       69.1       63.0       64.4       65.1       66.6       72.8       68.5       67.0       68.9       +1.94       (+2.0%)       UPS         NM       NM       NM       NM       NM       NM       72.4       67.3       71.2       71.5       67.9       -3.55       (-5.0%)       Postal Services (SingPost) (Sub-sector)         NM       NM       NM       NM       70.3       67.5       72.8       73.0       74.1       75.7       +1.56       (+2.1%) PUBLIC EDUCATION (Sector)         69.2       69.9       68.7       68.5       69.8       69.6       72.2       71.1       69.8       71.5       +1.64       (+2.3%)       Polytechnics (Sub-sector)         70.2       70.9       70.6       65.2       69.9       69.0       73.8       76.5       74.8       76.0       +1.21       (+1.6%)       Singapore Poly         68.3       70.3       66.4       70.6       69.9       65.1       71.3       66.5       65.8       +2.19       (+3.4%)       Namyang Poly													
67.4       69.1       63.0       64.4       65.1       66.6       72.8       68.5       67.0       68.9       +1.94       (+2.9%)       Other courier services         NM       NM       NM       NM       NM       72.4       67.3       71.2       71.5       67.9       -3.55       (-5.0%)       Postal Services (SingPost) (Sub-sector)         NM       NM       NM       NM       70.3       67.5       72.8       73.0       74.1       75.7       +1.56       (+2.1%)       PUBLIC EDUCATION (Sector)         69.2       69.9       68.7       68.5       69.8       69.6       72.2       71.1       69.8       71.5       +1.64       (+2.3%)       Polytechnics (Sub-sector)         69.2       69.9       68.7       65.2       69.9       66.0       73.8       76.5       74.8       76.0       +1.21       (+1.6%)       Singapore Poly         68.8       70.3       66.4       70.6       69.9       65.1       71.3       66.5       63.6       65.8       +1.61       (+2.2%)       Nege Ann Poly         68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68													
NM         NM         NM         NM         72.4         67.3         71.2         71.5         67.9        3.55         (-5.0%)         Postal Services (SingPost) (Sub-sector)           NM         NM         NM         NM         70.3         67.5         72.8         73.0         74.1         75.7         +1.56         (+2.1%)         PUBLIC EDUCATION (Sector)           69.2         69.9         68.7         68.5         69.8         69.6         72.2         71.1         69.8         71.5         +1.64         (+2.3%)         Polytechnics (Sub-sector)           70.2         70.9         70.6         65.2         69.9         65.0         73.8         76.5         74.8         76.0         +1.21         (+1.6%)         Singapore Poly           68.3         70.3         66.4         70.6         69.9         65.1         73.1         73.5         75.6         77.1         +1.43         (+1.9%)         Nawang Poly           68.5         71.4         65.7         61.4         70.7         67.5         72.0         69.4         67.1         67.8         +0.68         +1.0%         Neubersties (Sub-sector)           70.8         69.2         69.5         69.3         68.7 </td <td></td>													
NM         NM         NM         70.3         67.5         72.8         73.0         74.1         75.7         +1.56         (+2.1%) PUBLIC EDUCATION (Sector)           69.2         69.9         68.7         68.5         69.8         69.6         72.2         71.1         69.8         71.5         +1.64         (+2.3%)         Polytechnics (Sub-sector)           70.2         70.9         70.6         65.2         69.9         66.9         73.8         76.5         74.8         76.0         +1.21         (+1.6%)         Singapore Poly           69.8         67.7         69.2         69.9         66.9         72.8         71.6         70.1         70.5         72.2         +1.68         (+2.4%)         Ngee Ann Poly           68.3         70.3         66.4         70.6         69.9         65.1         71.3         66.5         63.6         65.8         +2.19         (+3.4%)         Nanyang Poly           68.5         71.4         65.7         61.4         70.7         67.5         72.0         69.4         67.1         67.8         +0.68         (+1.0%)         Republic Poly           70.8         69.2         69.5         69.3         68.7         67.1         72.7													
69.2       69.9       68.7       68.5       69.8       69.6       72.2       71.1       69.8       71.5       +1.64       (+2.3%)       Polytechnics (Sub-sector)         70.2       70.9       70.6       65.2       69.9       69.0       73.8       76.5       74.8       76.0       +1.21       (+1.6%)       Singapore Poly         69.8       67.7       69.2       69.9       66.9       72.8       71.6       70.1       70.5       72.2       +1.68       (+2.4%)       Nge Ann Poly         68.3       70.3       66.4       70.6       69.9       65.1       71.3       66.5       63.6       65.8       +2.19       (+3.4%)       Nanyang Poly         68.7       70.6       68.9       71.8       72.4       73.2       71.6       73.4       75.0       +1.61       (+2.2%)       Temasek Poly         68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68       (+1.0%)       Republic Poly         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.0       +2.73       (+3.7%)       NTU	NM	NM	NM	NM	NM	/2.4	67.3	/1.2	/1.5	67.9	-3.55	(–5.0%)	Postal Services (SingPost) (Sub-sector
70.2       70.9       70.6       65.2       69.9       69.0       73.8       76.5       74.8       76.0       +1.21       (+1.6%)       Singapore Poly         69.8       67.7       69.2       69.9       66.9       72.8       71.6       70.1       70.5       72.2       +1.68       (+1.4%)       Nge Ann Poly         68.3       70.3       66.4       70.6       69.9       65.1       71.3       66.5       63.6       65.8       +2.19       (+3.4%)       Nanyang Poly         68.7       70.6       68.9       71.8       72.4       73.2       71.6       71.6       73.4       75.0       +1.61       (+2.2%)       Temasek Poly         68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68       (+1.0%)       Republic Poly         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.5       77.6       +1.14.3       (+1.9%)       Universities (Sub-sector)         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%) <td>NM</td> <td>NM</td> <td>NM</td> <td>NM</td> <td>70.3</td> <td>67.5</td> <td>72.8</td> <td>73.0</td> <td>74.1</td> <td>75.7</td> <td>+1.56</td> <td>(+2.1%</td> <td>) PUBLIC EDUCATION (Sector)</td>	NM	NM	NM	NM	70.3	67.5	72.8	73.0	74.1	75.7	+1.56	(+2.1%	) PUBLIC EDUCATION (Sector)
70.2       70.9       70.6       65.2       69.9       69.0       73.8       76.5       74.8       76.0       +1.21       (+1.6%)       Singapore Poly         69.8       67.7       69.2       69.9       66.9       72.8       71.6       70.1       70.5       72.2       +1.68       (+1.4%)       Nge Ann Poly         68.3       70.3       66.4       70.6       69.9       65.1       71.3       66.5       63.6       65.8       +2.19       (+3.4%)       Nanyang Poly         68.7       70.6       68.9       71.8       72.4       73.2       71.6       71.6       73.4       75.0       +1.61       (+2.2%)       Temasek Poly         68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68       (+1.0%)       Republic Poly         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.5       77.6       +1.14.3       (+1.9%)       Universities (Sub-sector)         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%) <td>69.2</td> <td>69.9</td> <td>68.7</td> <td>68.5</td> <td>69.8</td> <td>69.6</td> <td>72.2</td> <td>71.1</td> <td>69.8</td> <td>71.5</td> <td>+1.64</td> <td>(+2.3%)</td> <td>Polytechnics (Sub-sector)</td>	69.2	69.9	68.7	68.5	69.8	69.6	72.2	71.1	69.8	71.5	+1.64	(+2.3%)	Polytechnics (Sub-sector)
69.8       67.7       69.2       69.9       66.9       72.8       71.6       70.1       70.5       72.2       +1.68       (+2.4%)       Ngee Ann Poly         68.3       70.3       66.4       70.6       69.9       65.1       71.3       66.5       63.6       65.8       +2.19       (+3.4%)       Nanyang Poly         68.7       70.6       68.9       71.8       72.4       73.2       71.6       71.6       73.4       75.0       +1.61       (+2.2%)       Temasek Poly         68.5       71.4       65.7       61.4       70.5       66.7       73.1       73.5       75.6       77.1       +1.43       (+1.9%)       Universities (Sub-sector)         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.0       +2.73       (+3.7%)       NTU         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       76.5       77.6       +1.12       (+1.5%)       NUS         NM													
68.3       70.3       66.4       70.6       69.9       65.1       71.3       66.5       63.6       65.8       +2.19       (+3.4%)       Nanyang Poly         68.7       70.6       68.9       71.8       72.4       73.2       71.6       71.6       73.4       75.0       +1.61       (+2.2%)       Temasek Poly         68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68       (+1.0%)       Republic Poly         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.0       +2.73       (+3.7%)       NTU         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%)       SMU         70.6       67.1       67.2       73.3       76.5       77.6       +1.12       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       76.5       77.6       +1.12       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1													
68.7       70.6       68.9       71.8       72.4       73.2       71.6       71.6       73.4       75.0       +1.61       (+2.2%)       Temasek Poly         68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68       (+1.0%)       Republic Poly         70.9       68.7       70.7       69.3       70.5       66.7       73.1       73.5       75.6       77.1       +1.43       (+1.9%)       Universities (Sub-sector)         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.0       +2.73       (+3.7%)       NTU         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       76.5       77.6       +1.12       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       76.5       77.6       +1.12       (+1.5%)       NUS         NM       NM       NM </td <td></td>													
68.5       71.4       65.7       61.4       70.7       67.5       72.0       69.4       67.1       67.8       +0.68       (+1.0%)       Republic Poly         70.9       68.7       70.7       69.3       70.5       66.7       73.1       73.5       75.6       77.1       +1.43       (+1.9%)       Universities (Sub-sector)         70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.0       +2.73       (+3.7%)       NTU         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       76.5       77.6       +1.12       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       74.3       76.5       77.6       +1.12       (+1.8%)       SMU         NM       NM       NM       NM       NM       NM       NM       NA       NA       SUTD         NM       NM       NM       NM       NM       NM       NM													
70.8       69.2       69.5       69.3       68.7       67.1       72.7       70.6       73.3       76.0       +2.73       (+3.7%)       NTU         72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42       (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       74.3       76.5       77.6       +1.12       (+1.5%)       NUS         NM       NM       NM       NM       NM       NM       NM       NA       SIT         NM       NM       NM       NM       NM       NM       NM       NA       SUD         NM       NM       NM       NM       NM       NM       NA       SUD         NM       NM       NM       NM       NM       NM       NA       SUD         NM       NM       NM       NM       NM       NM       SUD       74.3       74.0       72.5       -1.51       (-2.0%)       ITE (Sub-sector)         NM       NM       SA       69.0       69.6       73.2       74.3       74.0       72.5       -1.51													-
72.2       69.4       74.7       69.8       78.1       68.6       73.2       79.2       79.1       80.5       +1.42 (+1.8%)       SMU         70.6       67.1       69.0       71.0       70.2       66.1       73.3       74.3       76.5       77.6       +1.12 (+1.5%)       NUS         NM       NM       NM       NM       NM       NM       NM       NM       SIT         NM       NM       NM       NM       NM       NM       NM       NA       SIT         NM       NM       NM       NM       NM       NM       NM       NA       SUD         NM       NM       NM       NM       NM       NM       NM       NA       SUD         NM       NM       NM       NM       NM       NM       NM       SUD         NM       NM       S8.0       69.0       69.6       73.2       74.3       74.0       72.5       -1.51       (-2.0%)       ITE (Sub-sector)         NM       NM       NM       74.5       69.0       72.2       65.8       64.1       65.0       +0.87       (+1.4%) PRIVATE EDUCATION (Sector)	70.9	68.7	70.7	69.3	70.5	66.7	73.1	73.5	75.6	77.1	+1.43	(+1.9%)	Universities (Sub-sector)
70.6       67.1       69.0       71.0       70.2       66.1       73.3       74.3       76.5       77.6       +1.12       (+1.5%)       NUS         NM       NM       NM       NM       NM       NM       NM       NM       NM       SIT         NM       NM       NM       NM       NM       NM       NM       NM       NA       SIT         NM       NM       NM       NM       NM       NM       NM       NM       NA       SUTD         NM       NM       NM       NM       NM       NM       NM       74.3       74.0       72.5       -1.51       (-2.0%)       ITE (Sub-sector)         NM       NM       72.2       65.8       64.1       65.0       +0.87       (+1.4%) PRIVATE EDUCATION (Sector)	70.8	69.2	69.5	69.3	68.7	67.1	72.7	70.6	73.3	76.0	+2.73	(+3.7%)	NTU
NM         NA         NA         SIT           NM         NM         NM         NM         NM         NM         NM         NM         NA         NA         NA         SUTD           NM         NM         58.0         69.0         69.6         73.2         74.3         74.0         72.5         -1.51         (-2.0%)         ITE (Sub-sector)           NM         NM         73.2         65.8         64.1         65.0         +0.87         (+1.4%) PRIVATE EDUCATION (Sector)	72.2	69.4	74.7	69.8	78.1	68.6	73.2	79.2	79.1	80.5	+1.42	(+1.8%)	SMU
NM         NM         NM         NM         NM         NM         NM         74.2         NA         NA         SUTD           NM         NM         NM         58.0         69.0         69.6         73.2         74.3         74.0         72.5         -1.51         (-2.0%)         ITE (Sub-sector)           NM         NM         NM         74.5         69.0         72.2         65.8         64.1         65.0         +0.87         (+1.4%) PRIVATE EDUCATION (Sector)	70.6	67.1	69.0	71.0	70.2	66.1	73.3	74.3	76.5	77.6	+1.12	(+1.5%)	NUS
NM         NM         58.0         69.0         69.6         73.2         74.3         74.0         72.5         -1.51         (-2.0%)         ITE (Sub-sector)           NM         NM         NM         74.5         69.0         72.2         65.8         64.1         65.0         +0.87         (+1.4%) PRIVATE EDUCATION (Sector)	NM	NM	73.0	NA	NA	SIT							
NM NM NM 74.5 69.0 72.2 65.8 64.1 65.0 +0.87 (+1.4%) PRIVATE EDUCATION (Sector)		NM					NM	NM					
	NM	NM	NM	58.0	69.0	69.6	73.2	74.3	74.0	72.5	-1.51	(–2.0%)	ITE (Sub-sector)
	NM	NM	NM	NM	74.5	69.0	72.2	65.8	64.1	65.0	+0.87	(+1.4%	) PRIVATE EDUCATION (Sector)
	69.5	71.0	66.0	65.0	74.5	69.0	72.2	65.8	64.1	65.0			

NM Not Measured NA Not Applicable

Customer Satisfaction scores are based on a 0 to 100 scale.

2015 is the first year of measure for the Air Transport, Land Transport, and Logistics sectors. Previously, they were measured as one sector (i.e., the Transport & Logistics sector).

							00.00	Quarter 3				
	2008	2009	2010	2011	2012	2013	2014	2015	2016	Year-	-2016 on-Year	CECTOR / Culture day / Comments Manage
2007											% Change	SECTOR / Sub-sector / Company Measu
67.7	65.4	65.0	65.1	67.5	67.7	70.3	65.8	67.1	70.1		(+4.4%)	FOOD & BEVERAGE (Sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	NA	NA	Restaurants (Sub-sector)
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	70.2 71.1	NA NA	NA NA	Swensen's Tung Lok Signatures
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.8	NA	NA	Sakae Sushi
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.8	NA	NA	Dian Xiao Er
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Jack's Place
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.6	NA	NA	Seoul Garden
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	68.3 70.9	NA NA	NA NA	Imperial Treasure Noodle & Congee Crystal Jade Kitchen
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.7	NA	NA	Crystal Jade La Mian Xiao Long Bao
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA	NA	Nando's
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.4	NA	NA	Boon Tong Kee
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA	NA	Sushi Tei
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	71.3 71.7	NA NA	NA NA	Din Tai Fung Fish & Co
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA	NA	Ajisen Ramen
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Manhattan Fish Market
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Astons
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	NA	NA	Thai Express
NM	NM	NM	NM	NM	NM	NM	NM	NM	69.3	NA	NA	Xin Wang Hong Kong Cafe
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	70.6 68.0	NA NA	NA NA	Pizza Hut Other restaurants
68.4	64.4	64.2	62.4	67.6	68.2	67.9	69.0	69.4	70.7	+1.36	(+2.0%)	Fast Food Restaurants (Sub-sector)
69.4	62.9	65.8	63.4	65.9	68.9	67.6	71.6	72.2	72.3	+0.17	(+0.2%)	McDonalds
NM	65.3	62.9	61.1	68.2	68.2	66.8	67.9	67.5	70.4	+2.87	(+4.2%)	KFC
66.5	64.7	63.6	62.0	70.3	67.5	68.9	69.6	67.6	71.0		(+5.0%)	Burger King
NM NM	NM NM	NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	69.5	NA NA	NA NA	Mos Burger Subway
68.2	67.1	NM 62.3	61.1	70.4	66.1	69.6	62.6	64.3	68.8 67.9	+3.56	(+5.5%)	Other fast food restaurants
67.3	62.7	64.4	63.9	67.8	67.2	71.1	66.2	68.1	70.7	+2.64	(+3.9%)	Cafes & Snack Bars (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.2	NA	NA	Delifrance
NM	66.3	65.1	60.9	69.7	67.3	71.6	69.3	68.4	70.2	+1.78	(+2.6%)	The Coffee Bean & Tea Leaf
NM	68.1	67.0	64.3	68.0	68.8	73.4	69.1	70.1	72.7		(+3.8%)	Starbucks
NM NM	NM NM	NM	NM	NM NM	NM NM	NM NM	NM NM	NM NM	70.1	NA NA	NA	Ya Kun Toast Box
NM	62.3	NM 64.3	NM 64.0	67.7	67.0	70.9	65.6	67.7	69.6 68.6		NA (+1.3%)	Other cafes & snack bars
68.2	68.4	65.0	64.8	66.9	69.4	70.6	70.0	69.0	72.7	+3.75	(+5.4%)	Bars & Pubs (Sub-sector)
NM	NM	NM	59.2	62.6	64.8	65.5	66.1	66.5	69.2	+2.74	(+4.1%)	Food Courts (Sub-sector)
NM	NM	NM	NM	NM	63.6	63.7	66.0	65.9	68.7	+2.78	(+4.2%)	Kopitiam
NM	NM	NM	NM	NM	62.2	65.1	66.7	67.0	67.9		(+1.4%)	Koufu
NM	NM	NM	NM	NM	NM 60.0	NM 65.9	NM	NM	70.5	NA 12.02	NA (+4.3%)	Food Junction Food Republic
NM NM	NM NM	NM NM	NM NM	NM NM	60.0 NM	NM	67.7 NM	67.7 69.0	70.6 70.0		(+4.5%)	NTUC Foodfare
NM	NM	NM	NM	NM	65.0	66.0	65.1	66.2	66.4	+0.23	(+0.4%)	Other food courts
71.0	68.6	67.1	69.3	73.5	70.0	74.5	69.1	69.4	71.1	+1.70	(+2.4%)	TOURISM (Sector)
71.5	71.0	67.9	70.3	75.3	72.6	79.8	72.6	70.3	72.8	+2.53	(+3.6%)	Attractions (Sub-sector)
72.3	70.4	67.5	70.3	74.5	73.1	78.1	71.6	71.6	74.3		(+3.9%)	Sentosa
NM	NM	NM	NM	72.6	70.1	76.2	70.1	70.7	72.6		(+2.7%)	Jurong Bird Park
NM	NM	NM	NM	76.6	70.8	78.7	70.8	71.6	73.3		(+2.5%)	Singapore Zoo
NM NM	NM NM	NM NM	NM NM	73.2 NM	71.7 NM	76.1 NM	70.7 NM	70.7 71.4	72.2 72.3		(+2.1%) (+1.3%)	Night Safari River Safari
NM	NM	NM	NM	75.7	74.9	81.6	73.2	71.0	73.1		(+3.0%)	Universal Studios
NM	NM	NM	NM	NM	NM	NM	NM	NM	70.1	NA	NA	Singapore Discovery Centre
NM	NM	NM	NM	NM	NM	NM	NM	69.9	71.1	+1.27	(+1.8%)	Adventure Cove
NM	NM	NM	NM	NM	NM	NM	NM	NM	71.2	NA		MBS Skypark
NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM 72.1	72.1 72.8	NA +0.63	NA (+0.9%)	Gardens By The Bay S.E.A. Aquarium
70.7	70.8	67.9	70.8	75.8	71.5	79.3	69.1	68.7	72.8		(+0.9%) (+2.6%)	Other attractions
NM	NM	NM	NM	NM	NM	NM	NM	NM	72.5	NA	NA	Hotels (Sub-sector)
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.0	NA	NA	Grand Hyatt
	NM	NM	NM	NM	NM	NM	NM	NM	73.9	NA	NA	Marina Mandarin
NM	NM	NM	NM	NM	NM	NM	NM	NM	73.3	NA	NA	Mandarin Orchard
NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	NM NM	73.9 75.6	NA NA	NA NA	Pan Pacific Singapore
NM NM		NM	NM	NM	NM	NM	NM	NM	75.6 73.6	NA	NA NA	Shangri-La Swissotel the Stamford
NM NM NM				NM	NM	NM	NM	NM	74.9	NA	NA	The Ritz-Carlton
NM NM	NM NM	NM	NM			NM	NM	NM	66.8	NA	NA	Fragrance Hotel
NM NM NM	NM	NM NM	NM	NM	NM							
NM NM NM NM NM	NM NM NM	NM NM	NM NM	NM	NM	NM	NM	NM	67.8	NA	NA	Hotel 81
NM NM NM NM NM	NM NM NM	NM	NM				NM NM NM	NM NM NM	67.8 77.2 72.5	NA NA NA	NA NA NA	Hotel 81 Marina Bay Sands Other hotels
NM NM NM NM NM NM	NM NM NM NM	NM NM NM	NM NM NM	NM NM	NM NM	NM NM	NM	NM	77.2	NA	NA	Marina Bay Sands

NM Not Measured NA Not Appilcable

Customer Satisfaction scores are based on a 0 to 100 scale.

								CS	ISG Quarte	r 4			
											2015	-2016	
											Year-c	on-Year	
	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Change /	% Change	SECTOR / Sub-sector / Company Measured
_													
	68.4	67.0	68.2	66.6	68.5	71.7	69.1	72.4	70.9	72.4	<b>⊥1 /</b> /8	(+2.1%)	FINANCE & INSURANCE (Sector)
	00.4	07.0	00.2	00.0	00.5	/ 1./	09.1	12.4	70.5	12.4	±1.40	(+2.1%)	I MANCE & MOURANCE (Sector)
	68.5	67.6	69.1	66.7	69.1	71.8	69.4	72.2	71.1	72.9	+1 75	(+2.5%)	Banks (Sub-sector)
	NM	69.0	70.1	68.2	68.3	74.5	70.2	75.7	70.6	72.5		(+2.7%)	Citibank
	66.8	67.3	66.0	65.1	71.1	69.1	71.9	75.8	71.6	73.1		(+2.2%)	DBS
	NM	69.4	72.7	67.1	67.9	74.0	69.7	69.5	69.7	71.3		(+2.3%)	HSBC
	NM	NM	NM	67.3	67.4	70.8	69.0	68.2	71.9	72.5		(+0.8%)	Maybank
	68.7	67.0	68.5	65.3	68.5	69.0	71.3	71.8	71.9	72.9		(+0.8%)	
													OCBC Standard Chartered
	NM	NM	NM	68.2 67.1	65.7	73.5 71.2	70.1	71.2	71.3 70.8	71.9 71.7		(+0.9%)	UOB
	68.6	66.9	71.5		68.4		71.4	71.6				(+1.3%)	
	69.9	68.1	68.8	68.0	66.9	72.1	68.8	67.0	70.1	70.8	+0.67	(+1.0%)	Other banks
		NINA	NINA	NINA	NINA					70.7		N I A	
	NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7		NA	Credit Cards (Sub-sector)
	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1		NA	American Express
	NM	NM	NM	NM	NM	NM	NM	NM	NM	72.1		NA	Citibank
	NM	NM	NM	NM	NM	NM	NM	NM	NM	70.9		NA	DBS
	NM	NM	NM	NM	NM	NM	NM	NM	NM	70.4	NA	NA	HSBC
	NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	NA	NA	Maybank
	NM	NM	NM	NM	NM	NM	NM	NM	NM	70.0	NA	NA	OCBC
	NM	NM	NM	NM	NM	NM	NM	NM	NM	70.7	NA	NA	UOB
	NM	NM	NM	NM	NM	NM	NM	NM	NM	69.0	NA	NA	Other credit cards
	NM	NM	NM	65.8	67.3	67.8	69.1	72.4	70.2	70.8	+0.59	(+0.8%)	Health & Medical Insurance (Sub-sector)
	NM	NM	NM	NM	NM	NM	71.1	73.4	69.7	70.5		(+1.2%)	AIA
	NM	NM	NM	65.4	66.8	70.3	67.5	72.0	69.4	70.1		(+1.1%)	Great Eastern
	NM	NM	NM	66.0	67.3	70.2	68.4	72.6	70.2	71.4		(+1.7%)	NTUC Income
	NM	NM	NM	64.8	67.2	69.5	68.7	73.2	70.0	70.7		(+1.0%)	Prudential
	NM	NM	NM	67.2	67.9	66.5	69.4	71.8	70.6	71.3		(+1.0%)	Other health & medical insurers
				07.2	07.5	00.5	00.4	/1.0	70.0	/1.5	10.05	(11.070)	
	NM	65.7	66.6	66.2	66.7	70.6	66.1	73.6	70.6	71.6	+1.03	(+1.5%)	Life Insurance (Sub-sector)
	NM	65.0	65.3	66.2	66.2	70.7	69.8	75.2	71.5	72.8		(+1.8%)	AIA
	NM	NM	NM	NM	NM	NM	NM	NM	NM	69.1		(+1.0 %) NA	Aviva
	NM	64.7	67.4	64.9	66.7	72.8	69.5	75.2		73.2			Great Eastern
									72.1 70.5	73.2		(+1.5%)	
	NM	64.3	67.8	65.0	67.4	70.0	64.8	73.3				(+1.2%)	NTUC Income
	NM	64.5	66.9	67.0	66.1	70.1	67.5	73.9	69.7	71.1		(+2.0%)	Prudential
	NM	68.3	66.2	67.2	66.6	69.1	61.5	71.5	69.5	70.2	+0.70	(+1.0%)	Other life insurers
										=4.0			
	NM	66.7	64.8	67.1	67.3	69.8	70.2	71.5	70.5	71.8		(+1.8%)	Motor & Other Personal Insurance (Sub-sector)
	NM	66.2	64.9	67.4	66.2	71.4	69.5	75.0	71.0	72.2		(+1.7%)	AIG
	NM	67.9	64.8	66.9	66.7	69.7	68.6	72.4	71.2	72.6		(+1.9%)	AXA
	NM	67.8	64.6	66.7	66.8	70.0	69.3	73.9	71.1	72.3		(+1.7%)	NTUC Income
	NM	66.2	64.8	67.1	68.0	69.1	71.3	69.8	70.3	71.2	+0.94	(+1.3%)	Other motor & personal insurers
	67.7	67.6	68.9	68.6	66.6	71.3	69.9	71.0	69.6	71.0	+1.40	(+2.0%)	HEALTHCARE (Sector)
	07.7	07.0	00.5	00.0	00.0	/1.5	05.5	/1.0	05.0	/1.0	+1.40	(12.070)	
	NM	65.4	65.9	62.3	62.1	66.6	65.9	68.9	69.6	70.3	+0.69	(+1.0%)	Polyclinics (Sub-sector)
	60.5	64.3	65.8	61.8	61.5	65.7	65.6	68.3	69.6	70.3		(+1.0%)	NHG
	64.7	67.1	65.9	62.9	64.3	68.8	66.6	70.2	69.8	70.4		(+0.9%)	SingHealth
	04.7	07.1	00.5	02.5	04.5	00.0	00.0	70.2	05.0	70.4	10.00	(101370)	ongridati
	72.8	69.9	72.4	68.7	69.0	72.7	72.2	71.6	72.0	73.2	,1.21	(+1.7%)	Private Hospitals (Sub-sector)
	NM	NM	72.4 NM	68.1	67.7	72.5	71.6	70.8	71.5	73.6		(+3.0%)	Gleneagles
	NM	69.1	72.3	68.3	70.4	72.5	72.1	70.3	72.6	74.3		(+2.4%)	Mount Alvernia
	NM	NM	NM	68.6	70.5	72.4	73.0	71.9	72.5	73.1		(+0.8%)	Mount Elizabeth Orchard
	NM	NM	NM	NM	NM	NM	NM	NM	71.0	72.7		(+2.4%)	Mount Elizabeth Novena
	NM	NM	NM	69.6	68.4	74.3	69.9	72.1	71.7	74.2		(+3.4%)	Parkway East
	NM	71.3	73.0	69.0	68.4	73.7	73.6	72.4	72.2	73.5		(+1.8%)	Raffles
	NM	69.4	73.3	69.7	66.9	72.8	69.5	71.4	71.7	71.2	-0.45	(–0.6%)	Thomson Medical
	NM	68.4	67.1	67.0	66.1	70.5	69.0	69.3	68.6	70.0		(+2.0%)	Restructured Hospitals (Sub-sector)
	NM	68.4	66.8	67.4	63.6	74.2	66.4	68.3	NM	68.5		NA	Alexandra
	NM	68.3	64.9	64.9	66.0	70.7	68.2	70.0	70.5	70.9	+0.40	(+0.6%)	Changi General
	NM	NM	NM	67.2	65.7	72.9	71.6	68.9	69.7	70.9	+1.26	(+1.8%)	Khoo Teck Puat
	NM	70.2	66.2	67.4	63.9	70.6	69.1	69.2	70.6	71.2	+0.64	(+0.9%)	KK Women's & Children's
	NM	NM	NM	NM	NM	NM	NM	NM	69.0	70.1	+1.15	(+1.7%)	Ng Teng Fong
	NM	68.3	66.0	66.2	68.4	69.4	69.8	69.6	68.4	69.8		(+2.0%)	National University
	NM	69.4	69.4	68.2	65.1	69.1	67.4	68.9	66.7	67.3		(+1.0%)	Singapore General
	NM	67.0	67.2	67.0	66.6	72.7	69.6	69.7	68.8	69.9		(+1.7%)	Tan Tock Seng
													<u> </u>
											_		
	68.7	67.8	68.0	67.2	69.1	69.9	70.7	71.1	70.2	71.8	+1.69	(+2.4%)	SINGAPORE NATIONAL
		NM N	lot Measured										

NM Not Measured NA Not Appilcable

Customer Satisfaction scores are based on a 0 to 100 scale.