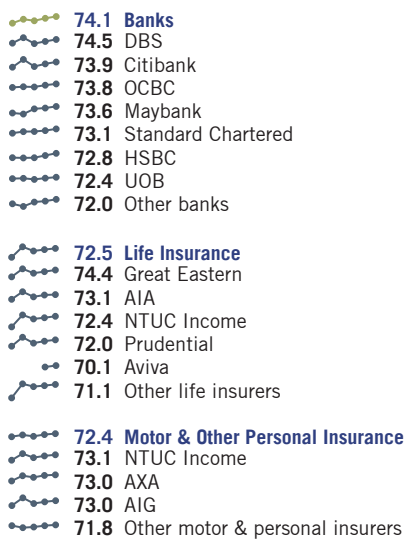




2017 Q4 SCORES
FINANCE & INSURANCE AND HEALTHCARE

HOW WELL DID COMPANIES SATISFY THEIR CUSTOMERS?

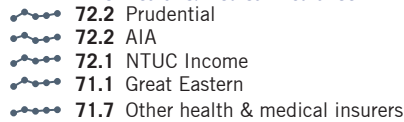
73.4 Finance & Insurance



71.9 Credit Cards



71.9 Health & Medical Insurance



71.8 Healthcare



This chart summarises the results of the CSiSG 2017 satisfaction scores in the Finance & Insurance and Healthcare sectors at the sector, sub-sector and company levels.

The sector scores (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

* Companies indicated with an asterisk(*) are companies that have performed significantly above their sub-sector average.

* Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors and companies over the past few years.

statistically significant increase in customer satisfaction from 2016 to 2017

statistically significant decrease in customer satisfaction from 2016 to 2017

no significant year-on-year change in customer satisfaction score