

Client Satisfaction Survey: 2020 Results

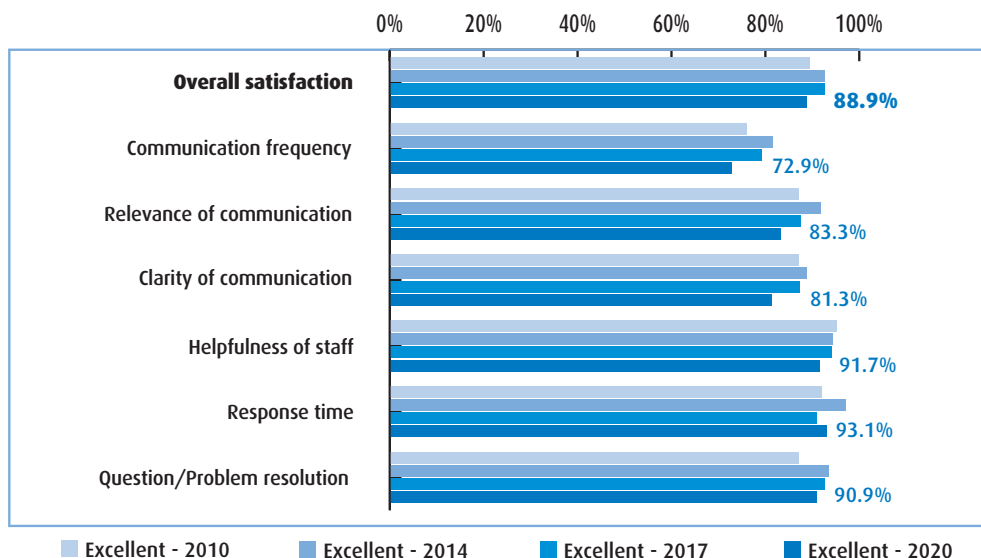
Dear Client,

We are very proud to share with you the results of our Client Satisfaction Survey for 2020. We take this survey seriously and make it a top priority to address the outcomes in order to better serve you.

With a very strong participation rate (40%), we are pleased to report consistent, positive results in this year's overall scores. Figure 1 demonstrates that **89% of our clients rated their overall satisfaction of our team as "Excellent"**.

Results were strong in all categories which makes us very proud. We work extremely hard to deliver a great client experience. In these challenging times, and as a result of the pandemic, we had to adapt to increased client demands and a different work reality. The strongest results were the helpfulness and response time from our team, whereas the weakest result was in the frequency of communication. As there is some room for improvement on the communication front, if there are ways we can improve how we communicate directly with you, we welcome all suggestions.

Figure 1 



There was a lot of great feedback in the comments section. Unfortunately, because of the confidential nature of the survey, we have no way of knowing who to address any concerns or issues with. We encourage you to let us know directly if there is anything we could be doing better to enhance your experience.

Thank you for your continued trust in your relationship with our team. If we can be of help, please do not hesitate to reach out to any of us.

Tim Anderson, CFA
Senior Vice President and Portfolio Manager

Catherine Laurin, CFA
Vice President and Portfolio Manager

Edward Berry, CFA
Portfolio Manager

www.anderson-laurin.com