

Online Customer Satisfaction Survey Analysis – 2020



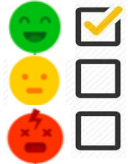
On a scale of 1-10, how likely you are to *recommend Jubilant Ingrevia as a supplier to a colleague?*



Response:

Customers who scored between 1-6: 9%

Customers who scored 7 & above: 91%



91% of customers who responded the survey have scored more than 7 which exceeded our yearly target of 90% & above 👍

*Note: We follow standard **Net Promote Score** questionnaire to assess Customer satisfaction.*