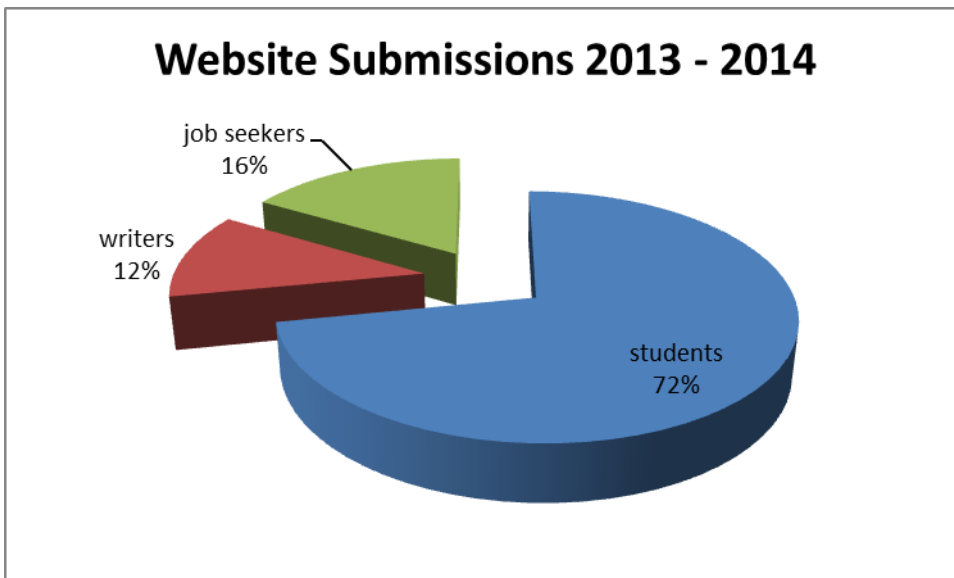




## Words Worth Reading Ltd Customer Survey

Customer feedback is extremely important to Words Worth Reading Ltd. We therefore conduct quarterly reviews of the customer surveys received, to ensure all feedback is used to shape our business provision moving forward. This report outlines the very positive results of all customer surveys that were completed between July 2013 and June 2014. The vast majority of customers who took part in these surveys felt that the services we offer are of an excellent standard.

Of the 121 customers who submitted work to us through the website throughout this year, 14 used our writer's services, 20 used our job seekers services and 87 were students.



All areas of service that we offer were rated on a scale of 'Excellent, Satisfactory, Average or Weak' in the survey. The majority of our customers rated our services as 'Excellent.'

Of the 60% of job seeker, writer and student clients who returned a completed questionnaire:

90% rated General Correspondence as Excellent.

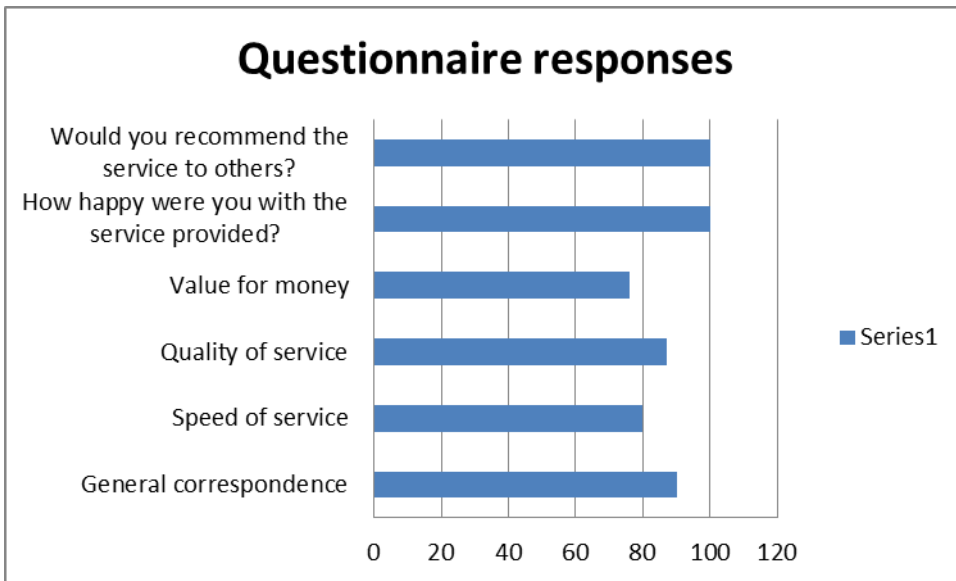
80% rated Speed of Service as Excellent.

87% rated Quality of Service as Excellent.

76% rated Value for Money as Excellent.

100% stated that they were happy with the service provided.

100% said that they would recommend the service to others.



Working with writers, job seeker and student submissions is just one area of our workload. We also have both national and international corporate clients. Of the 31 corporate clients we have been working with throughout this year, 15 are clients that we have worked with successfully for one or more year(s) and 16 are new clients, attracted between July 13 and June 14.

There were no complaints or negative feedback reports received during this time from our corporate clients.

