

Sixty Second Client Survey Results

Vibrant
Innovative
Creative
Professional
Fun



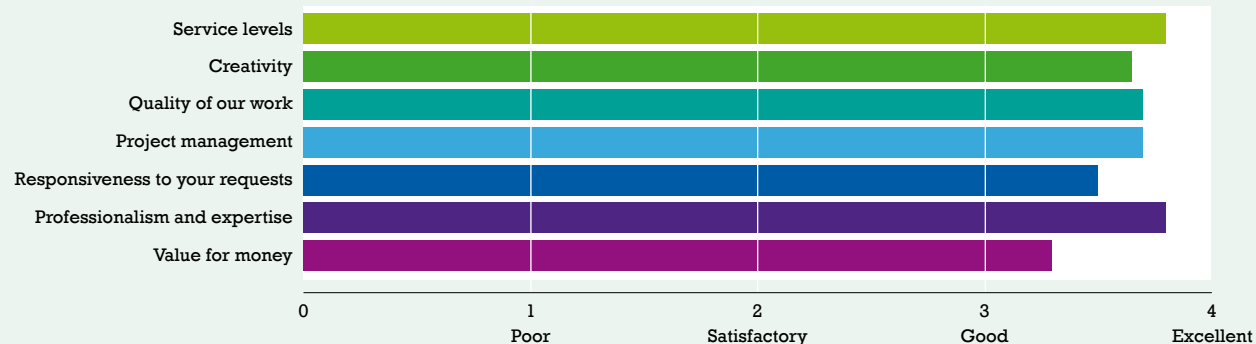
Some of the words you used to describe Marketing Impact

Our annual client survey is designed to give us an overview of how we are performing.

100% excellent or good!

We asked you to rate Marketing Impact across a number of critical standards for a marketing communications agency and as you can see in the table below all your scores were either 'excellent' or 'good'.

We scored most highly for *Service Levels* and *Professionalism & Expertise* essential to sustaining enduring relationships. A reflection of this success is that this year we are celebrating 10 years working with one of our clients. Next in line was *Quality of Work* and *Project Management* crucial to meeting your exacting standards on brief, on time, on budget. We were pleased to note that this has all been achieved without compromising either *Creativity* or *Value*, both of which can sometimes conflict, but nevertheless remain strong attributes of ours.



The greatest compliment of all

Would you recommend Marketing Impact to a colleague or friend? A resounding 100% of you said yes. We look forward to hearing from them soon!

And finally ...

We were delighted with the very positive feedback received and that so many of you took the time to complete the survey. For those who provided additional comments thank you, it's great to hear and in those areas where we achieved less than 'excellent' we'll examine how we can improve.

