Dynamo Cover

2021

How was the buying process?	How would you rate the service received?	How happy are you with your documents?	Would you recommend us to a friend?
Average	Average	Average	Average
98.09%	97.62%	97.43%	99.01%

% Over Phone: 7.92%

% Online: 89.11%

Staff Name	Customer Name	How did you purchase?	ow was the buying process	Reason for Score	ould you rate the service reou	received all your docum	ow happy are you with your document	Would you recommend us to a friend?	Any feedback?	Score	%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	3	YES	5	NO	No	13	86.7%
XXXX	XXXX	Online	5	NO	5	YES	5	NO	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	NO	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	NO	1	YES	Make portal more accessable	11	73.3%
XXXX	XXXX	Online	5	N/A	5	NO	1	YES	N/A	11	73.3%
XXXX	XXXX	Online	5	Easy Proccess	5	NO	0	YES	No	10	66.7%
XXXX	XXXX	Online	5	Easy Proccess	5	NO	0	YES	Didn't receive docs straight away.	10	66.7%
XXXX	XXXX	Phone	5	N/A	5	NO	5	YES	N/A	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	NO	5	YES	No.	15	100.0%
XXXX	XXXX	Online	5	N/A	5	NO	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy Enough	5	NO	5	YES	Not just yet.	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Straight Forward	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Answer Phones	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	3	Struggles with computer	5	YES	5	YES	NO	13	86.7%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Easy to click through	5	YES	5	YES	None	15	100.0%
XXXX	XXXX	Online	5	Very easy	5	YES	5	YES	None	15	100.0%
XXXX	XXXX	Online	5	Straight Forward	5	YES	3	YES	Make BD number clearer on docs	13	86.7%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	:eived posted docs. Phone line takes ages to get throug	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Informative	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	Couldn't activate account	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy to set up	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	N/A	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy to set up	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy to set up	5	YES	5	YES	Please cover minibuses.	15	100.0%
XXXX	XXXX	Online	5	Simple	3	YES	4	YES	NO	12	80.0%
XXXX	XXXX	Online	5	Easy	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	4	Quick	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Simple	5	YES	4	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Simple	3	YES	4	YES	NO	12	80.0%
XXXX	XXXX	Online	5	Easy	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	4	N/A	4	YES	4	YES	NO	12	80.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	Yes, the quote was cheaper online than renewal	15	100.0%
XXXX	XXXX	Online	5	Excellent	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Quick	5	YES	5	YES	Not yet.	15	100.0%
XXXX	XXXX	Online	5	Easy to do and best price.	5	YES	4	YES	No	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Fine	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	Yes	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	4	YES	5	YES	No	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Very Easy	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	4	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	Improve website/payment issues	15	100.0%
XXXX	XXXX	Online	5	Very Easy	5	YES	5	YES	No.	15	100.0%
XXXX	XXXX	Online	4	Straight forward.	4	YES	5	YES	N/A	13	86.7%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Simple	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Quick	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Seems ok.	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Was Great	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Was Great	5	YES	5	YES	No.	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	4	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	N/A	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Very well explained	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	3	ould have been more cleare	1	YES	1	YES	NO	5	33.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	4	YES	No.	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No.	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Simple	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Straight Forward	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Quick	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	Quick	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	Straight Forward	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Helpful	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Simple clicks	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Simple	5	YES	5	YES	No.	15	100.0%
XXXX	XXXX	Online	5	Normal	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Simple	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Simple	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy to set up	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	Not Bad	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	Not Bad	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Quick	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%

XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	3	N/A	4	YES	5	YES	NO	12	80.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	1	YES	NO	11	73.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy to Do	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	N/A	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Informative	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	3	N/A	5	YES	5	YES	NO	13	86.7%
XXXX	XXXX	Online	5	Quick and Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Quick	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	3	YES	5	YES	No	13	86.7%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	Send keyring.	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Great email corrispondance	5	YES	5	YES	Couldn't be better	15	100.0%
XXXX	XXXX	Online	5	Really easy to navigate	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	Trouble with website	5	YES	5	YES	Website improvements	14	93.3%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Pretty Good	5	YES	5	YES	None	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Self explanitary	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	4	YES	5	YES	Couldn't log in	14	93.3%
XXXX	XXXX	Online	5	Very Simple	5	YES	5	YES	Reasonable prices	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	Excellent	15	100.0%
XXXX	XXXX	Online	5	Very helpful	5	YES	5	YES	Really happy	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	lation request should be cle	4	YES	5	YES	NO	13	86.7%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	N/A	3	YES	5	YES	NO	12	80.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Really easy	5	YES	5	YES	Straight forward	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	3	NO	4	YES	5	YES	Wants an app	12	80.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	3	NO	4	YES	5	YES	NO	12	80.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	3	YES	5	YES	NO	13	86.7%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Really easy to navigate	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	Trouble with website	5	YES	5	YES	Improve website/comparison	14	93.3%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No.	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	N.A	15	100.0%
XXXX	XXXX	Online	4	N/A	4	YES	5	YES	No.	13	86.7%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	Trouble logging in.	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	Pretty Good	5	YES	5	YES	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Very simple and easy	5	YES	5	YES	None	15	100.0%
XXXX	XXXX	Online	5	Simple	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	4	N/A	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Really Simple	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	4	N/A	4	YES	4	yes	No	12	80.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	Good. Return Customer.	5	Yes	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Easy to set up	4	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	NA	3	YES	4	YES	NO	12	80.0%
XXXX	XXXX	Online	5	Simple	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	Straightforward	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	Helpful	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	Helpful	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	Agent was Helpful	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	Friendly	5	YES	5	YES	Clear wording	15	100.0%
XXXX	XXXX	Organic	5	Easy and Proffesional	5	YES	4	YES	Call Handler was very Helpful	14	93.3%
XXXX	XXXX	Organic	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	Easy to set up	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Organic	5	Easy to set up	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	Easy	5	YES	5	YES	Very good and clear	15	100.0%
XXXX	XXXX	Phone	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	Quick and Efficient	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Phone	5	NO	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	Great email corrispondance	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	Very Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Phone	5	Very Easy	5	YES	5	YES	ning it just rang out. No holding tone or holding mess	15	100.0%
XXXX	XXXX	Phone	5	Very Easy	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Phone	5	Friendly Advisor	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Phone	5	NA	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	Simple	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	Look at exclusion period	15	100.0%
XXXX	XXXX	Phone	5	N/A	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Phone	5	N/A	4	YES	5	YES	Couldn't log in	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	Yes	N/A	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	Yes	N/A	15	100.0%
XXXX	XXXX	Online	4	N/A	5	YES	5	YES	NO	14	93.3%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	No	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	Fast + efficient	15	100.0%
XXXX	XXXX	Online	5	Easy	5	YES	5	YES	NO	15	100.0%
XXXX	XXXX	Online	5	N/A	5	YES	5	YES	NO	15	100.0%

			Average		Average		Average		Average
	% Over Phone:	7.92%	4.90		4.88		4.87		99.01%
	% Online:	89.11%	98.09%		97.62%		97.43%		