
Client Satisfaction Survey and Audit Process Update

Many thanks to all those who completed our recent Client survey. We very much appreciate the time taken to provide your feedback and suggestions for improvements going forward.

We are continuing to review and improve our audit process including query process to better support communication of the audit issues and evidence requested. Some of the changes you may have noticed are as follows:

Turnaround timeframe changes across all clients

- ▶ We have moved our turnaround timeframe for low and medium risk SMSFs to 5 working days, and high risk SMSFs to 7 working days as a maximum.
- ▶ Prior year SMSFs are scheduled at 5 working days turnaround.
- ▶ Please email our workflow team evolv@evolvsupercom.au should you require specific SMSFs turnaround escalated outside the above timeframes.

Change to request for Signed Documents

Currently signed document requests are either made individually within the query process, or as part of an existing query. Each signed document query requires a client response and where the query is made as part of an existing query, our clients need to analyse a query and respond to the query in part with the balance marked “signed docs to come”.

We have a development priority request to separate signed document requests from our queries. We anticipate that this change will occur during the FY2025.

For the current year, we are trialling the following withholding query structure as an interim measure:

- ▶ One standard signed documents query headed “STANDARD SIGNED DOCUMENTS REQUIRED”
- ▶ One additional signed documents query headed “ADDITIONAL SIGNED DOCUMENTS REQUIRED”

We are currently rolling this out to our clients. We hope that this provides an interim solution to improved management of Signed Document Requests.

Survey Results – 2023

Net Promoter Score

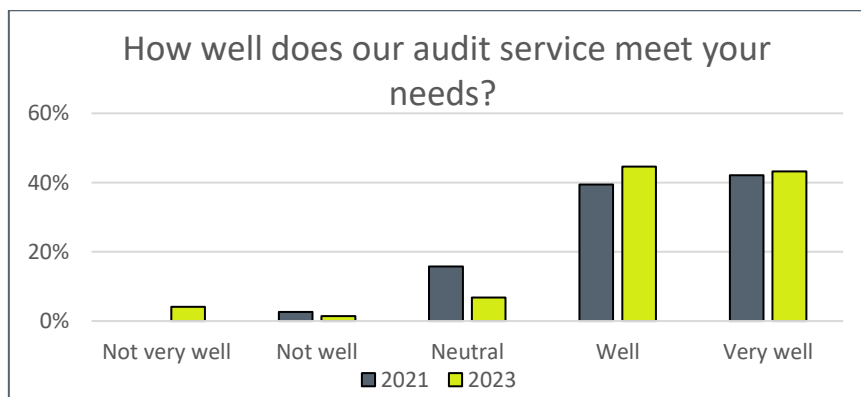
One of the measures we use to gauge Client satisfaction is the Net Promoter Score (NPS). This is a universally accepted measure of customer loyalty, satisfaction, and likelihood to recommend. We were very pleased with our NPS score of 37 in this survey, which is an improvement from the previous survey in 2021 and places Evolv in the 'great' category.



We aim to provide a high level of service and superior outcomes to our clients, building long term, lasting relationships. We are therefore focussed on continuing to implement improvements in our audit service and delivery with the aim to achieve excellence in client satisfaction.

Client Experience Results

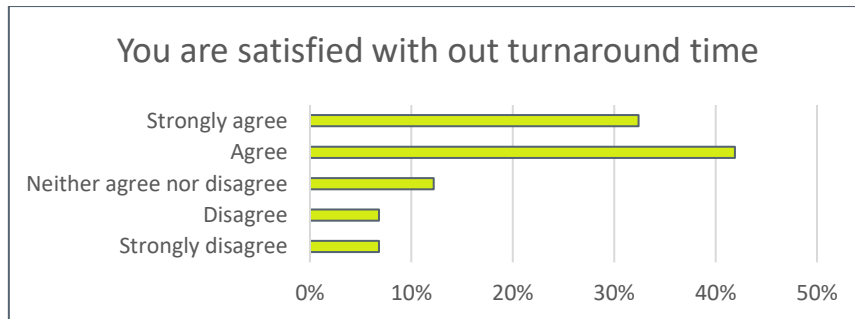
Overall, the majority of clients surveyed (87.8%) agreed that Evolv meets their needs. This is a slight improvement of 6% from the 2021 survey.



We appreciate that audit turnaround time and query resolution are important factors in meeting the needs of our clients and will continue to work on these for improved Client audit experiences.

Turnaround time

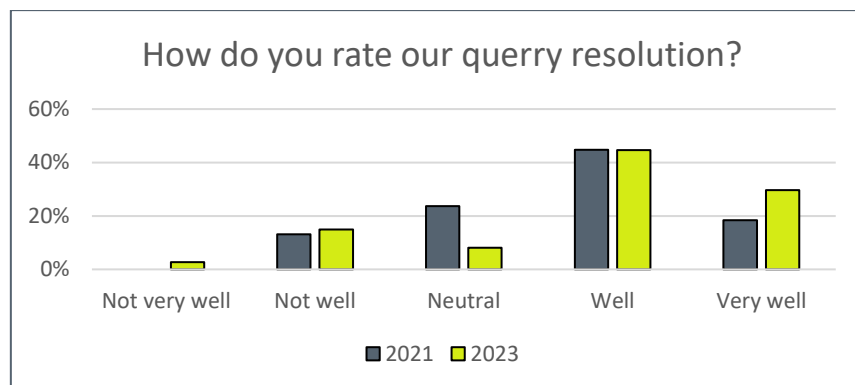
We are pleased that almost three quarters (74.3) of clients surveyed expressed some satisfaction with turnaround time. However, as you will see in the chart, only a third of clients completing the survey were "very satisfied" with the turnaround times they received.



The changes that we have recently made, and outlined above, are in line with our commitment to support clients' expectations of audit turnaround times are met.

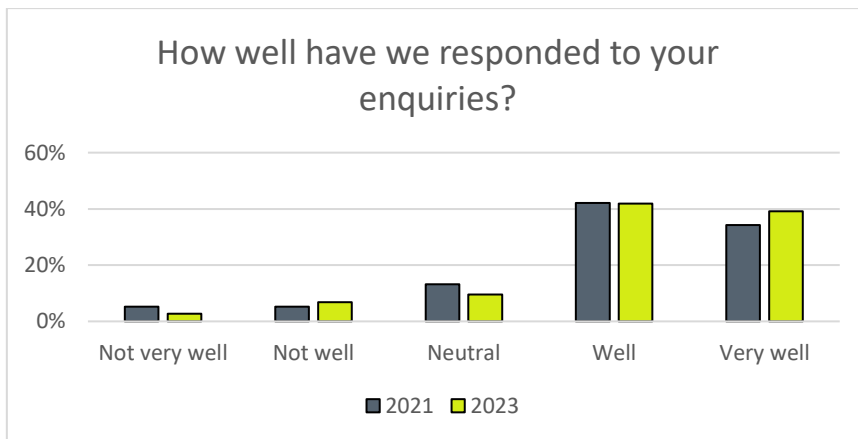
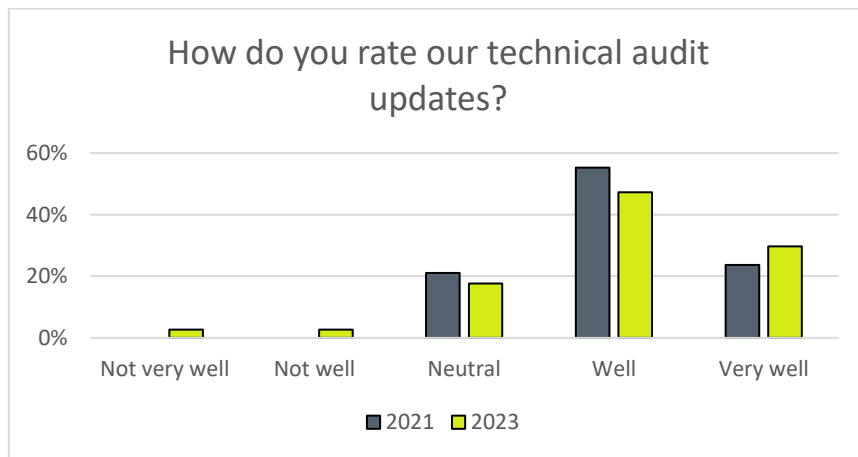
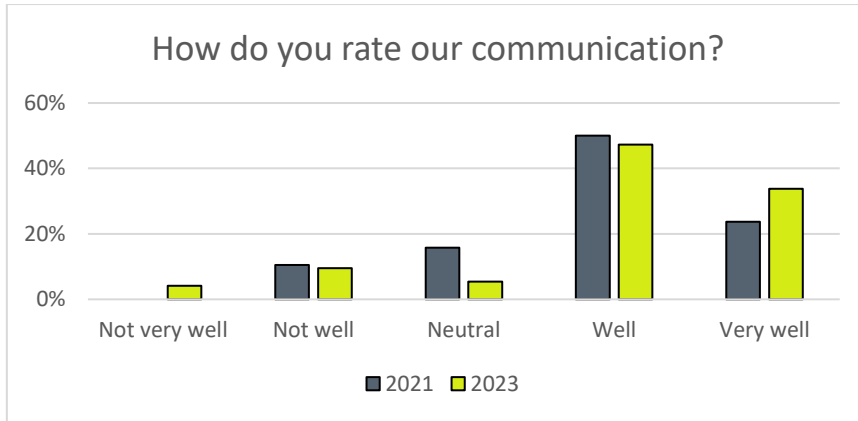
Query Resolution

There has been an improvement in the number of clients rating our query resolution highly. We are pleased with the overall result of an 11.2% improvement in the rating of both 'well' and 'very well' since the previous survey, however we are working to continue to improve this.



Communication and Updates

Clients indicated high levels of satisfaction with our communication, technical updates, and response to enquiries. The majority of clients rated our communications positively, with an improvement over the previous survey results. Pleasingly there was an increase in the number of clients indicating that we have responded well to audit enquiries, rising to 81% this year.



Thank you once again to all who participated. It is very helpful for us to understand how we are performing and specifically, to identify areas for improvement. We appreciate the many thoughtful responses to the open-ended questions and have taken all your comments and feedback onboard.