

Survey Results – 2024

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 44 in this survey, which is an improvement 7 from the 2023 survey and keeps 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 (90%) agreed that Evolv meets their needs. This is a slight improvement of 2.2% from the 2023 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 83.1% of clients surveyed expressed some satisfaction with turnaround time. This is an increase from 74.3% in last year's survey. It was great to note the increase of clients who were very satisfied increased from 32% in 2023 to 38% this year.

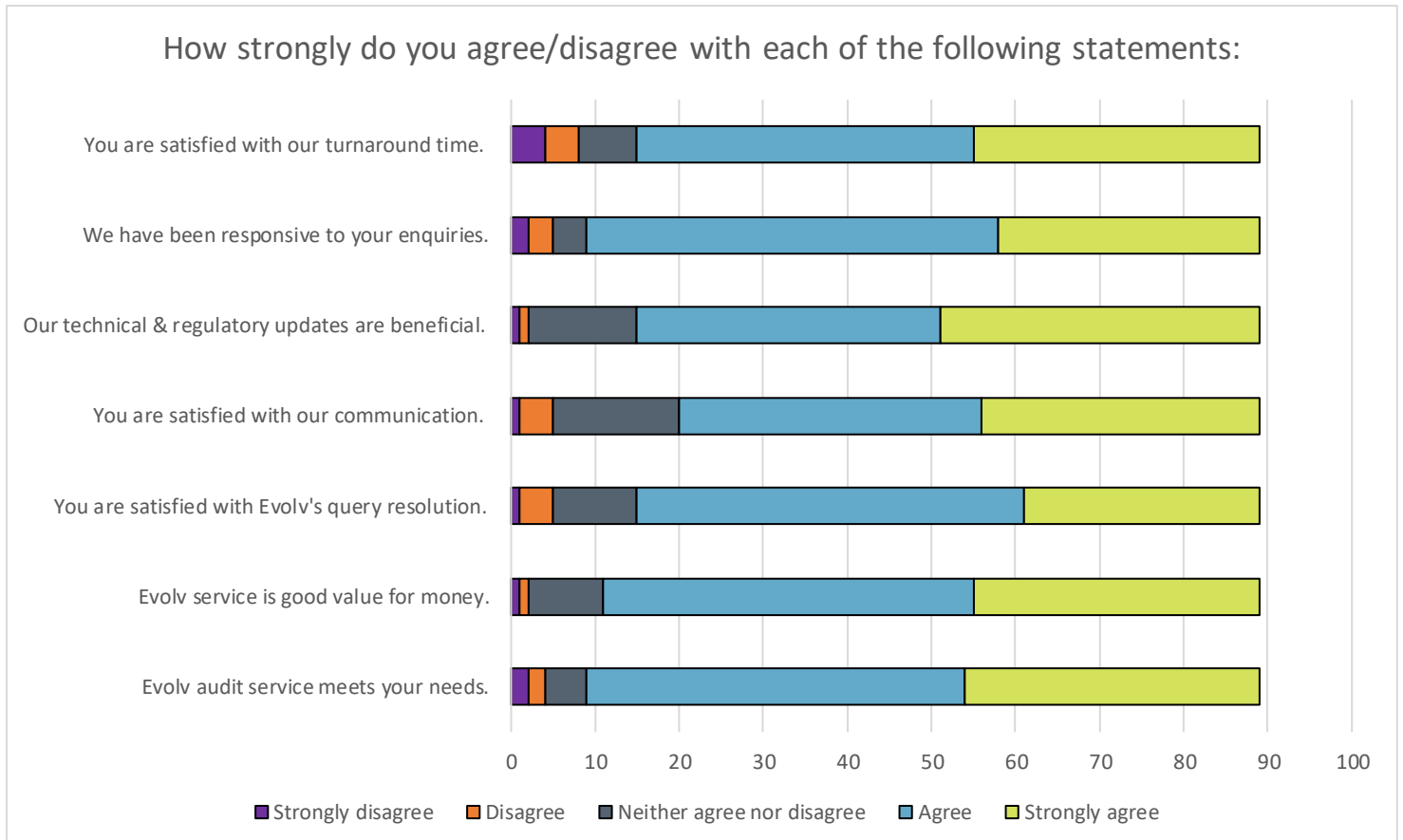
Query Resolution

There has been an improvement in the number of clients rating our query resolution highly. We are pleased with the overall result of a 9% improvement in the rating of both 'well' and 'very well' since the 2023 survey, and a 20% improvement from 2021. We are continuing to work on improving 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 by 8% to 89% 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.