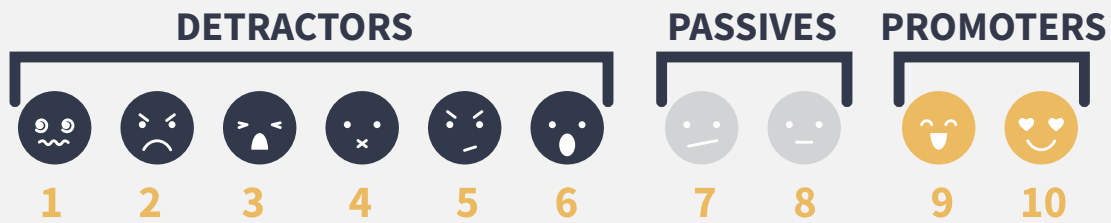


PEOPLE FIRST, ALWAYS.



NET PROMOTER SCORE® (NPS®): Very Powerful Predictor of a Business's Potential Growth



$$\text{NPS} = \% \text{ PROMOTERS} - \% \text{ DETRACTORS}$$



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