

Beggs & Associates

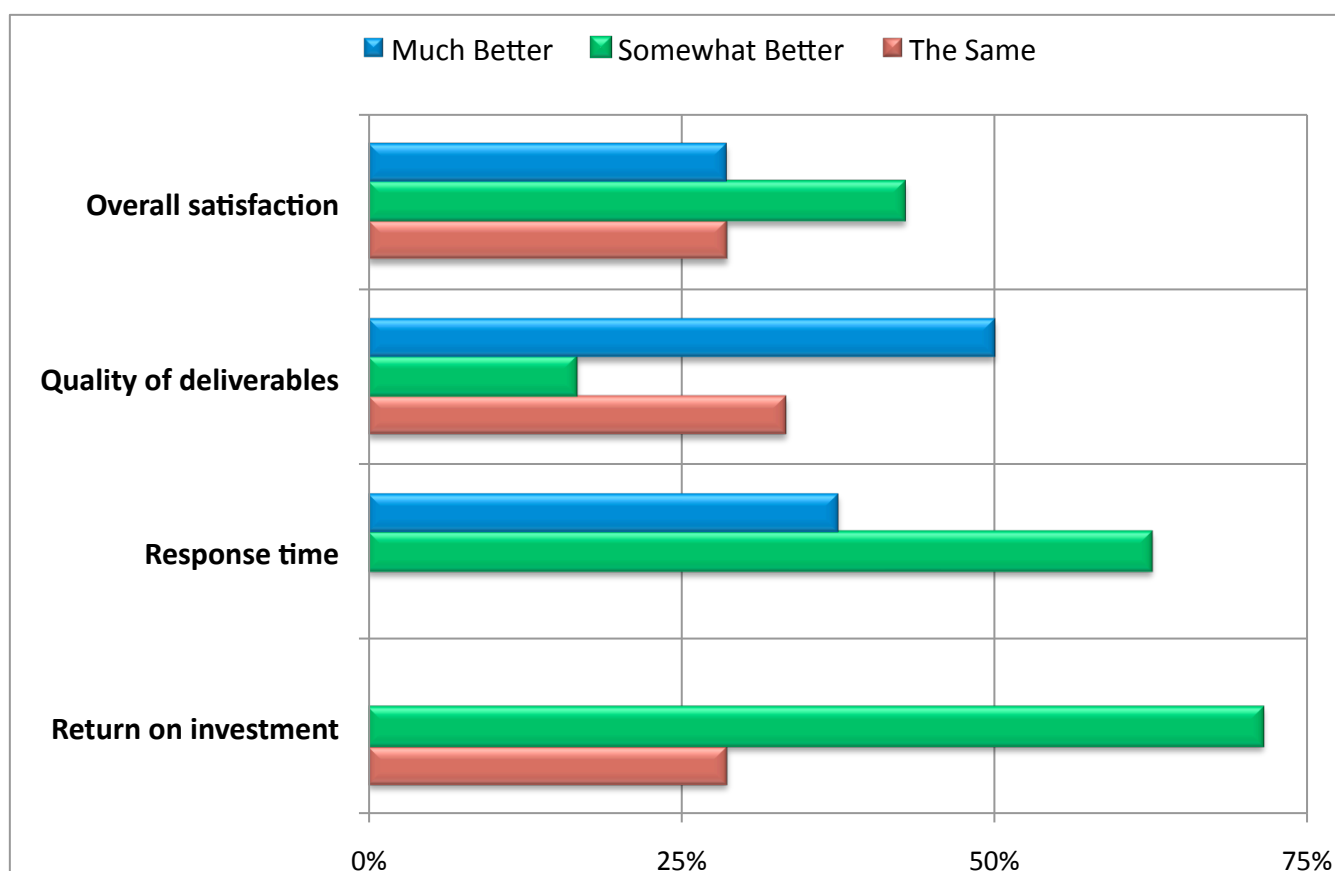
2010 Client Satisfaction Survey Highlights

In Q4 of 2010, ten of Beggs & Associates clients participated in an online satisfaction survey. A few key study highlights and comments from new and established clients are listed below:

Satisfaction Ratings

- **9 out of 10** clients gave Beggs & Associates (B&A) the **highest overall satisfaction rating possible** (5 out of 5) with one client giving B&A a 4 out of 5 (5 = very satisfied) on overall satisfaction.
- **Over two thirds** of clients indicated that B&A is **better in terms of their overall satisfaction compared to that with other research vendors.**

Comparison of B&A to other research suppliers/ moderators



What clients say they like most about Tom and B&A:

"Personal service, high level of knowledge of both research techniques and the subject matter."
- **Publisher client (for over 10 years)**

"Tom's flexibility and dedication to client service."
- **VP boss at Turner and client (6 years total)**

"The quality of moderation" and "Responsiveness with the work. Very professional."
- **Pharma industry client (new in 2010, multiple projects)**

"Thorough questions. Tom's style."
- **Trade show industry client (new in 2010, multiple projects)**