

27 November 2017

To: All Dura Paints Customers

**Re: Annual Customer Satisfaction Survey Results – 2017**

Thank you to all our customers who participated in our annual 2017 customer satisfaction survey. Participation was phenomenal, affording us a truly representative sample. Your comments and feedback are appreciated.

We are pleased to announce that the survey returned a total **customer satisfaction score of 91.15%** across all our channels and brands. The results translate into a 4.77 percentage point improvement on 2016. Your comments for improvement in selected areas are appreciated and will be addressed as affectively as is possible in 2018.

Overall Customer Satisfaction Score 2016	Overall Customer Satisfaction Score 2017
<b>86.38%</b>	<b>91.15%</b>

Thank you for your continued support. Be assured of our every intention and effort to retain and improve upon this years' score and your overall experience in dealing with us.

Yours Sincerely,



Leon Reeves

CEO