

8 November 2019

To: All Dura Paints Customers

Re: Annual Customer Satisfaction Survey Results – 2019

Thank you to all our customers who participated in our annual 2019 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 overall customer satisfaction score of 88.47%** across all our channels and brands. The results indicate a channel specific score ranging between 86.73% and 94.95%. Your comments for improvement in selected areas are appreciated and will be addressed as effectively as is possible in 2020.

Thank you for your continued support. Be assured of our every intention and effort to retain and improve upon your quality and service experience in dealing with us.

Yours Sincerely,



Leon Reeves

CEO