

22 October 2020

To: All Dura Paints Customers.

**Re: Annual Customer Satisfaction Survey Results – 2020.**

Thank you for your on-going support. A special word of thanks to all our customers who participated in our customer satisfaction survey 2020. Participation was phenomenal, affording us a truly representative sample. Your comments and feedback are appreciated.

Dura Paints is a proud manufacturer and distributor of decorative coatings, light industrial coatings, preparation products, accessories and field marking machines and liquids, across multiple channel. We are pleased to announce that the survey returned a **TOTAL OVERALL CUSTOMER SATISFACTION SCORE of 90.937%**, across all our channels and brands. Your comments for improvement in selected areas are appreciated and will be addressed as effectively as is possible in 2021.

We are pleased to have been of service, in what has been an extraordinary year for most. 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