

27 October 2021

To: All Dura Paints Customers.

Re: Annual Customer Satisfaction Survey Results – 2021.

What an extraordinary year this has been. Despite the challenges across all fronts, we remain committed to quality, value and exemplary service.

Thank you to all our customers who have taken the time to participate in the Annual Customer Satisfaction Survey 2021. Participation was encouraging, with more than 32% of our total national customer base participating in the survey - affording us a truly representative sample. Your comments and feedback are appreciated.

We are pleased to announce the Customer Satisfaction Results for 2021:

TOTAL OVERALL CUSTOMER SATISFACTION SCORE of 91.04%,

(across all our channels and brands).

This score has steadily improved on a year on year basis. Your comments for improvement in selected areas are appreciated and will be addressed as effectively as is possible in 2022.

Thank you for your on-going support. 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