

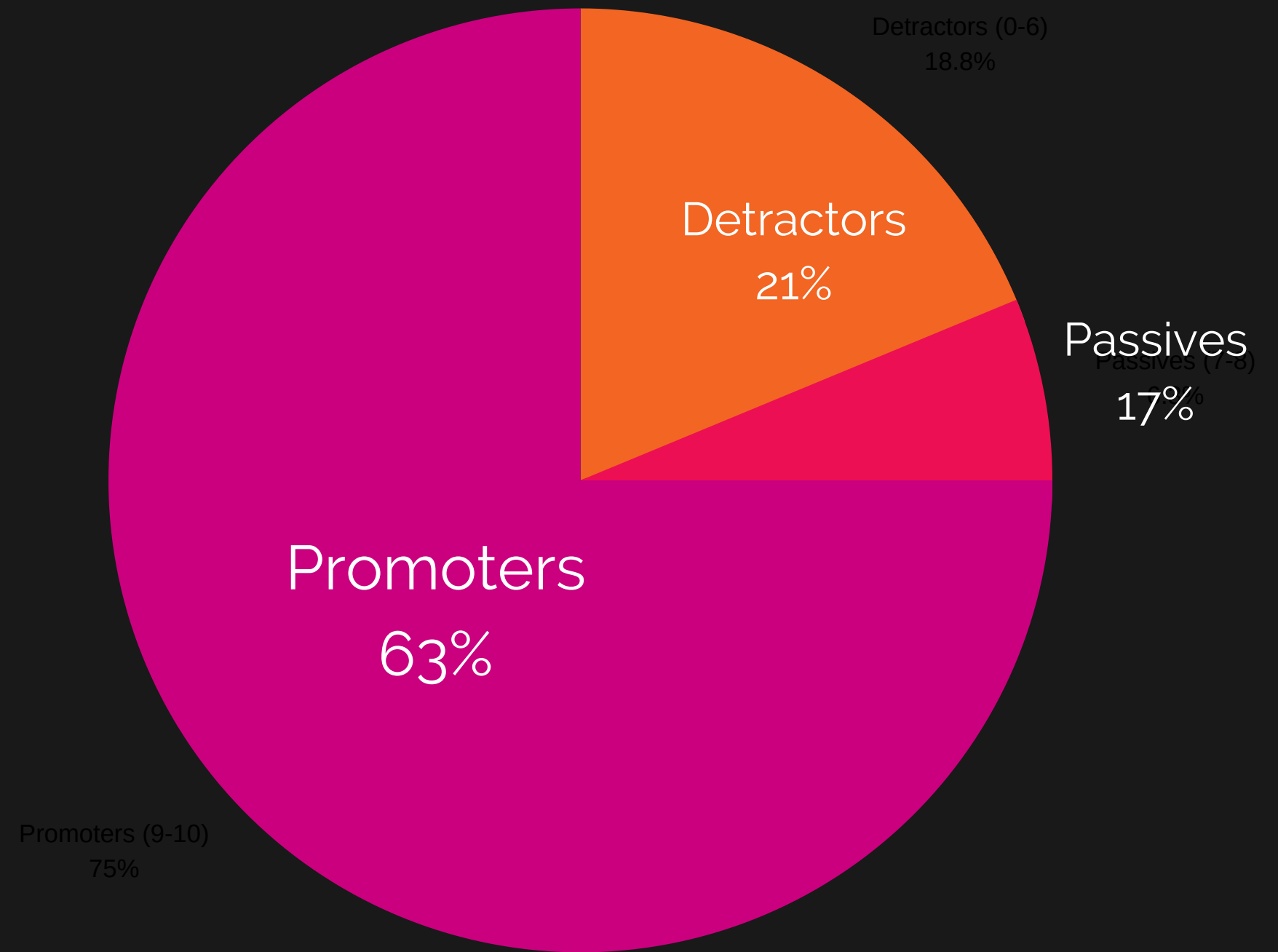
VOICE OF THE CUSTOMER 2019

66% of respondents
have been a
customer for less
than a year

42

Net Promoter Score

BREAKDOWN OF RESPONSES



24 survey responses, approx 1/3rd of clients

NPS SCORE BREAKDOWN



NPS: MAJOR BRANDS



Good

American Express - 29

Nike - 30

Apple - 47



Exceptional

Airbnb - 74

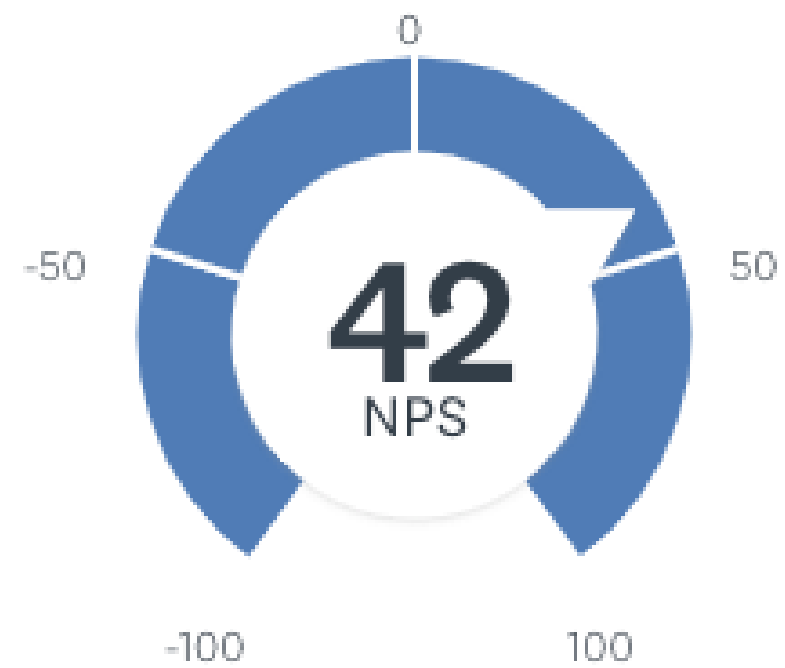
Starbucks - 77

Tesla - 96



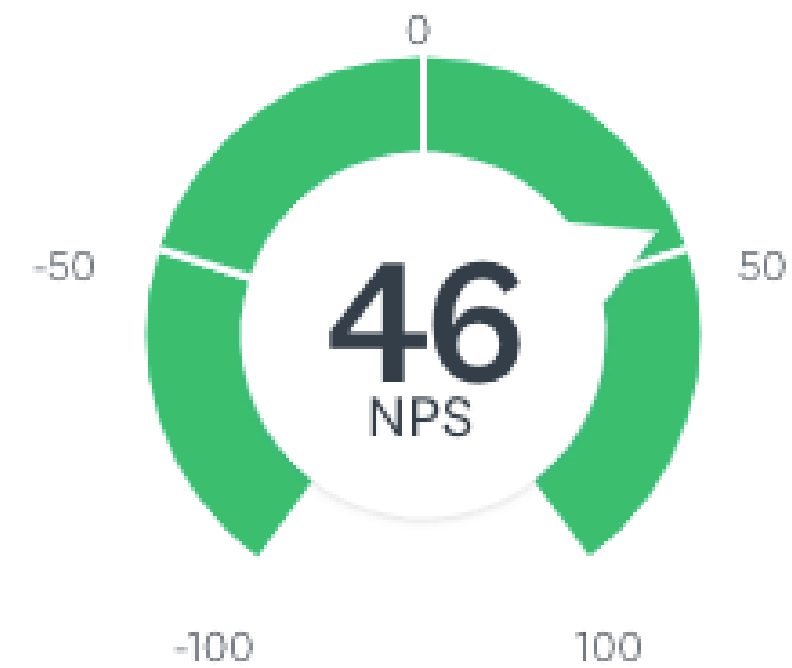
NPS: BENCHMARKED

Your Net Promoter® Score



Answered: 24 Skipped: 0

Professional Services ▼



Average from 6,238 Organizations
10/1/2018 - 9/30/2019

Which of the following words would you use to describe
Payroll HQ's service?

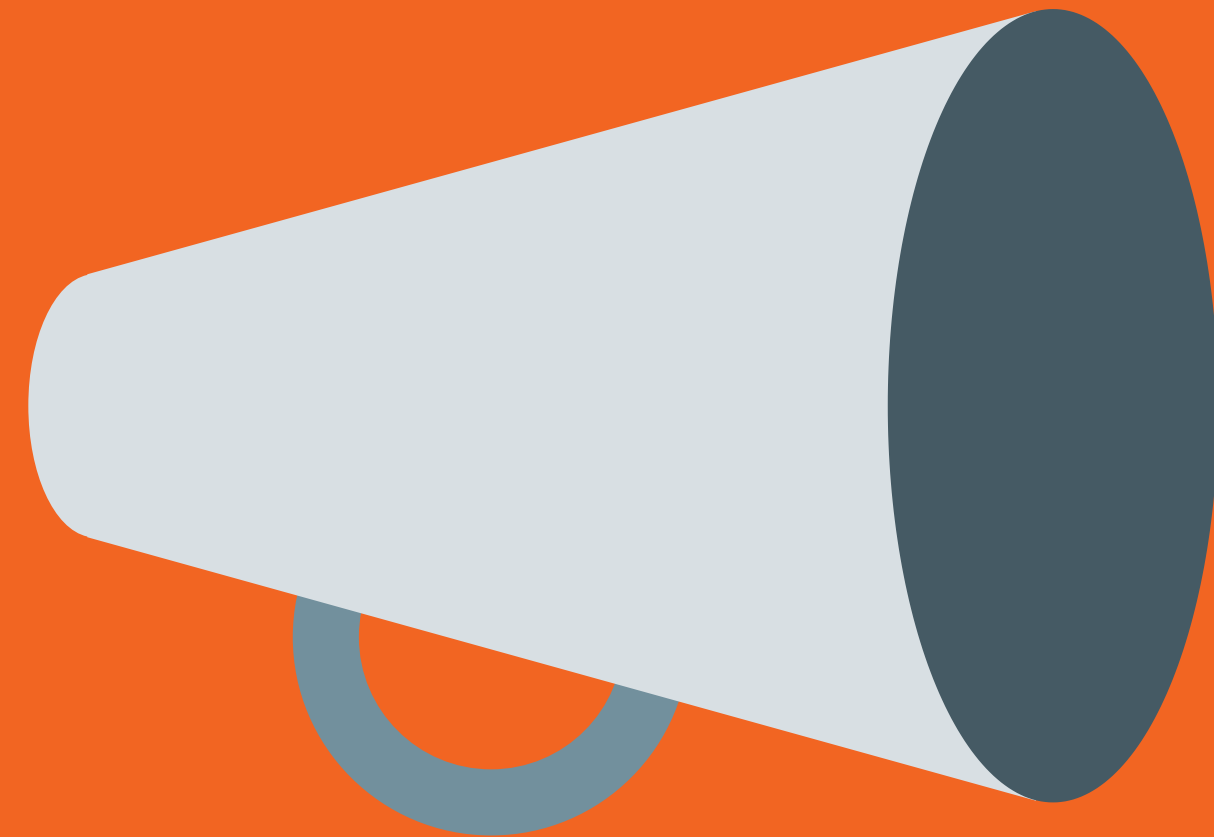
Unique Useful
High Quality
Reliable Ineffective Value for Money

Not selected: Overpriced // Impractical // Poor Quality // Unreliable



85% say we are **Extremely Responsive** or **Very Responsive** to questions, concerns or enquiries

75% value our service as **Above Average** or **Excellent** value for money





**WHAT DOES
PAYROLL HQ DO
REALLY, REALLY
WELL?**

Respond to email requests
for reports and queries

Easy payroll cloud platform
to use

Customer service -
knowledge of "payroll "
issues

Relatively quick with
turning things

Good processes and a deep
understanding of how
payroll works

Processing normal pay that
are not complex

Makes it easy for staff



HOW CAN PAYROLL HQ IMPROVE?

Letting us know if someone we regularly work with is going to be away over the pay run.

My client and myself would appreciate a person's name on emails received from Payroll HQ so we know who we are corresponding with.

We spent a lot of time and money installing facial recognition ipads which were promised to work and they still don't.

Be more responsive and follow up after meetings and discussions. Automate more reportings to suit our business.



**COMMON
THEMES TO
IMPROVE**

NoahFace / Tech

Human Error

Communication

Being Proactive