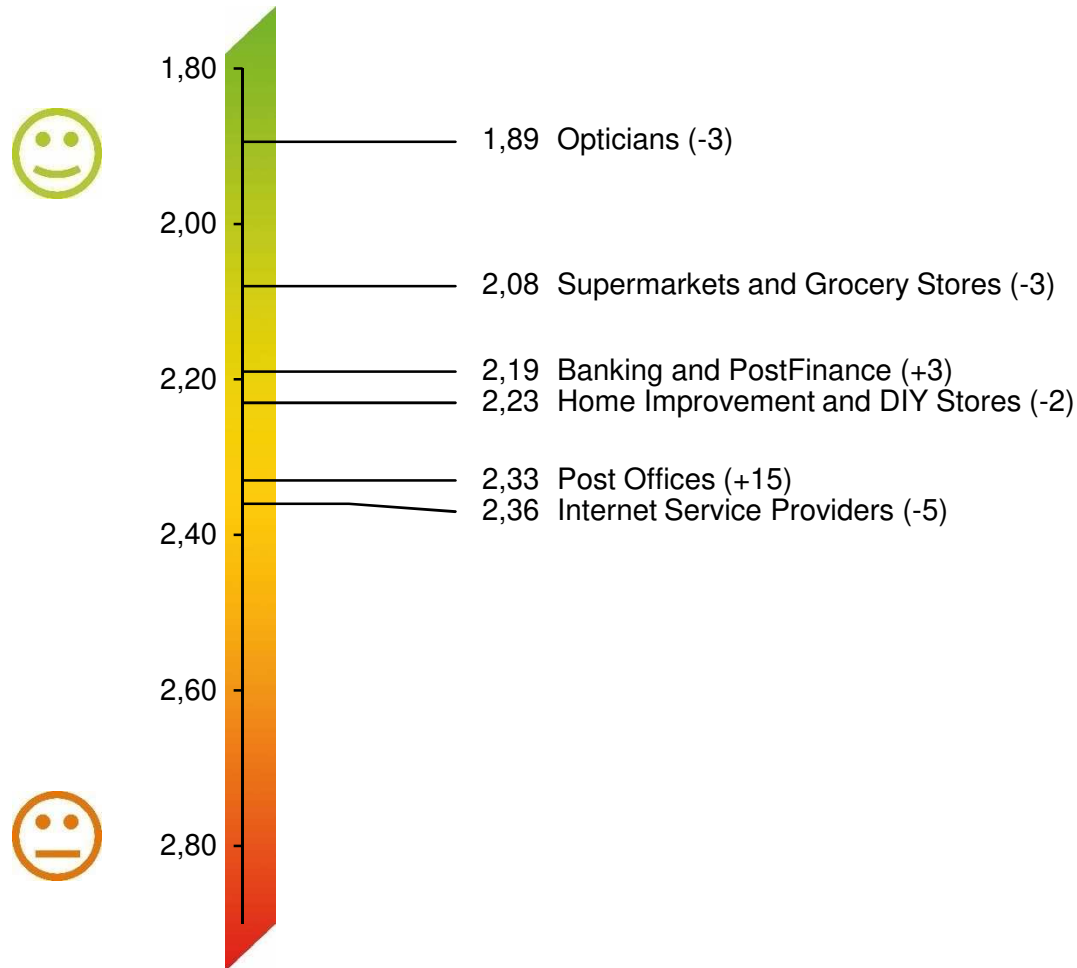


Customer Satisfaction in Switzerland 2020



Study design

Ranking according to the average value of overall satisfaction measured on the scale "extremely satisfied" (=1) to "dissatisfied" (=5)

Question: "How satisfied are you with the services of this (mainly used) provider as a whole?"

In brackets: Change compared to 2019 in basis points

Sample: 3'243 respondents (16 years, online)

Survey period: 25 September to 5 October 2020

Editor: ServiceBarometer AG, München

Detailed Information: www.kundenmonitor.ch