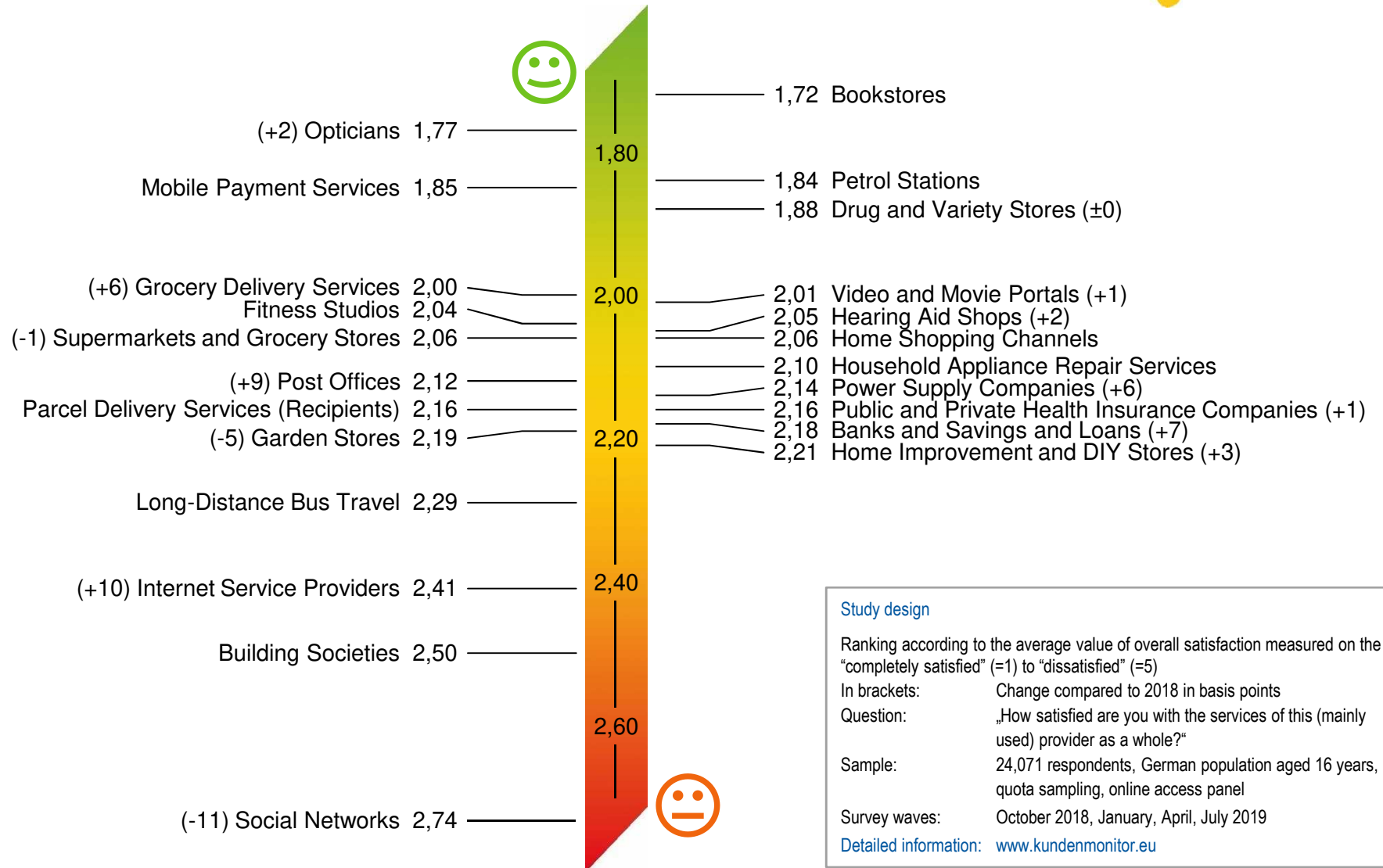


Customer Satisfaction in Germany 2019



Study design

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

In brackets: Change compared to 2018 in basis points

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

Sample: 24,071 respondents, German population aged 16 years, quota sampling, online access panel

Survey waves: October 2018, January, April, July 2019

Detailed information: www.kundenmonitor.eu