



173 customers participated in the survey to share their thoughts on how we present our performance data and to suggest what information they'd like us to include going forward.

What did you say



71%

of those who don't view our performance information say they can't find it.



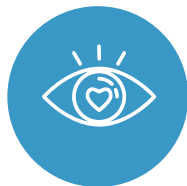
54%

of you access our performance information via the website and 49% use Unity Magazine.



46%

of you are happy with the way we share our performance information.



Over 90%

of you found the performance infographics appealing.



34%

of you would like us to benchmark our performance.



62%

of you would like us to include extra performance information on our repairs service.

What we will do

- ✓ By October 25 we will include a QR code in Unity to direct customers to the performance page on our website.
- ✓ We will review our Infographic by July 25 to include additional information on repairs and take into consideration comments on accessibility and ability to view on a phone.
- ✓ By October 25, we'll share more about what we're doing to improve in areas where we're not meeting expectations, along with some benchmarks for comparison.
- ✓ By October 25 we will improve our repair satisfaction reporting to make sure your feedback is clearly represented.