

In August-September 2019 **ActionCOACH** asked independent research agency WORKBUZZ to conduct their 2nd Annual Client Satisfaction Survey to ensure they continue to raise their standards of customer service. Once again, **ActionCOACH** scored a 'world-class' status. Here are the details of some of results.

82%

of clients would recommend **ActionCOACH** to a friend or business associate



93%

of clients agree that **ActionCOACH** has a powerful suite of business solutions



93%

of clients said **ActionCOACH** is worth the investment



97%

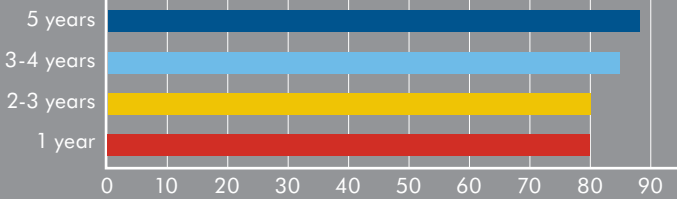
of clients said **ActionCOACH** makes a positive difference to their lives



89%

of clients agree they have a better work-life balance when working with **ActionCOACH** for +5years

How coaching over a 5-year period can affect your work life balance:



% of clients who agree that ActionCOACH helped them to achieve a better work:life balance

77%

stated that since working with **ActionCOACH** their revenue has increased



70%

of clients stated that since working with **ActionCOACH** their workforce has increased



World class levels of client advocacy -

78

NET PROMOTER SCORE



How ActionCOACH compares against other industry leaders:

Brands with an NPS score of

0-49

- Airbnb
- UPS

Brands with an NPS score of

50-69

- American Express
- Apple

Brands with an NPS score of

70+

- ActionCOACH
- Costco

Sources: <https://www.satmetrix.com/wp-content/uploads/2019/04/2019-Benchmarks.pdf>



Participating Independent Coaches in the United States

"The Biggest Risk You Can Take Is To Do Nothing."

BRAD SUGARS