

In August-September 2020 **ActionCOACH** asked independent research agency WorkBuzz to conduct their 3rd Annual Client Satisfaction Survey to ensure they continue to raise their standards of customer service. This year, 590 clients had their say and once again, **ActionCOACH** scored a 'world-class' status. Here are the details of some of results.

97%

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



93%

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



92%

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



84%

of clients that have used **ActionCOACH** agreed that they had a better work:life balance



75%

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



97%

of clients said their **Action Coach** makes a positive difference to their business



World class levels of client advocacy -

81

NET PROMOTER SCORE
(up 9 points since 2019)



How ActionCOACH compares against other industry leaders:

Brands with an NPS score of

0-49

- Airbnb (43)
- Kaiser Permanente (34)

Brands with an NPS score of

50-69

- Vanguard (67)
- Apple Music (55)

Brands with an NPS score of

70+

- ActionCOACH (81)
- Ritz Carlton (70)
- USAA (72)

NICE Satmetrix; US Consumer 2020 Net Promoter Benchmarks. Note: NPS scores of industry leaders provided by NICE Satmetrix, ActionCOACH Client Advocacy Score provided by WorkBuzz



Participating Independent Coaches in Australia, Canada, the Caribbean, Mexico, New Zealand, Spain and the United States

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

BRAD SUGARS