



2016 Customer Satisfaction Survey Results ENLASO® Meets or Exceeds Customer Expectations

100% of customers who responded to the survey agree that ENLASO:

- Should be recommended to other companies
- Meets or exceeds our customers' quality expectations
- Is committed to meeting project milestones and delivery dates
- Has effective problem solving skills
- Offers effective solutions to project requests and issue resolutions
- Offers effective technical expertise
- Provides the account with the attention it requires

ENLASO focuses on providing an excellent customer experience. To ensure we meet or exceed our customers' expectations, we survey our customers each year to measure our success. The 2016 customer satisfaction survey uses 13 standardized questions to obtain feedback from our customers about their experiences with ENLASO. In addition to the standard 13 questions, the survey also asks several open-ended questions that allow our customers to provide additional qualitative feedback about their experience. The survey takes approximately 10 minutes to complete.

For the tenth consecutive year, ENLASO used standardized survey questions to measure ENLASO's success at meeting and exceeding our customers' expectations. By using the same questions each year, ENLASO can compare the results with the findings from previous years to identify trends and opportunities for improvement.

The annual customer satisfaction survey helps ENLASO meet the quality objectives as outlined in our ISO 9001 quality policy. Our quality policy provides the framework for ensuring customer satisfaction and supports these four objectives:

- To provide consistent high quality language services;
- To increase our effectiveness with continuous process improvement;
- To integrate appropriate technologies to further improve our effectiveness;
- To offer competitive pricing that is appropriate for the services we provide.

ENLASO greatly appreciates the feedback and open communication our customers provide through the survey. We highly value all feedback we receive. Management has carefully reviewed all comments from our customers who participated in the survey and has pursued any opportunities for improvement discovered through the survey process.

Please do not hesitate to contact us directly if you would like to share additional feedback.

Sincerely,

John Watkins
President
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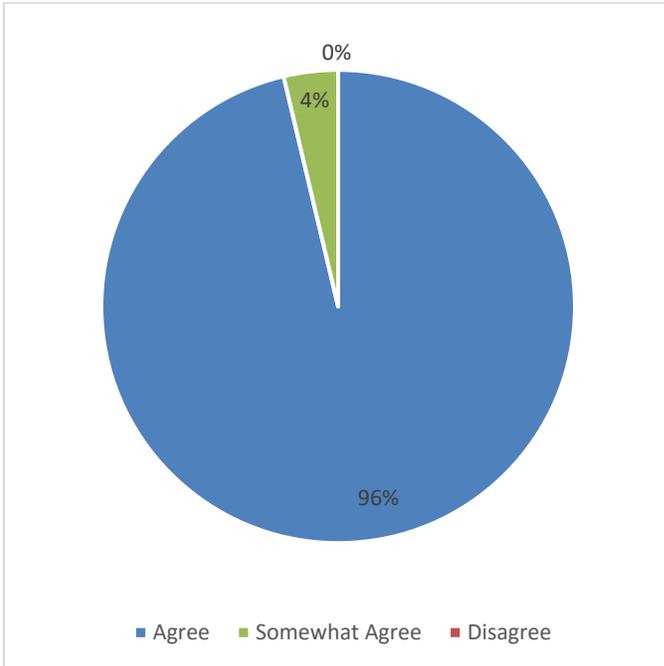
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Communication/Responsiveness

ENLASO responds to my requests for information in a timely manner.

96% of customers who responded agree and 4% somewhat agree with this statement.



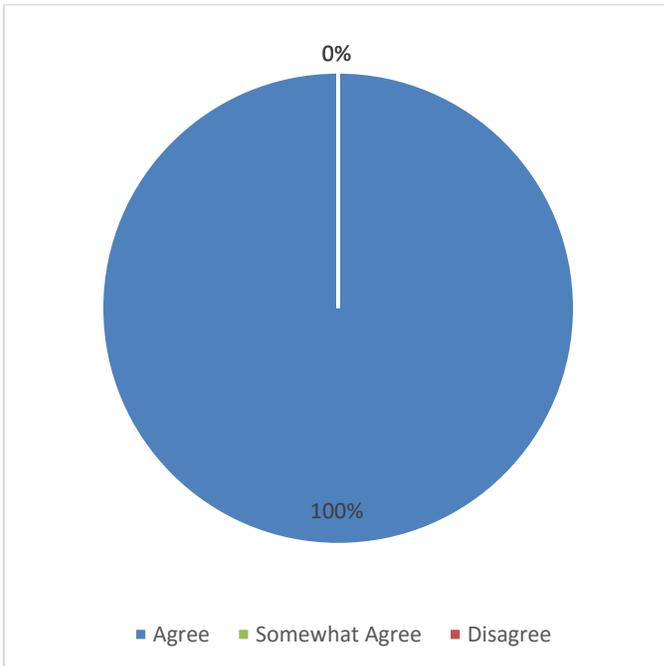
Actual Customer Feedback

“Both reps I've had have been super!”

“My ENLASO contacts acknowledge receipt of requests and send status updates throughout the translation process.”

ENLASO exhibits effective problem solving abilities when responding to my questions and requests.

100% of the respondents agree with this statement.



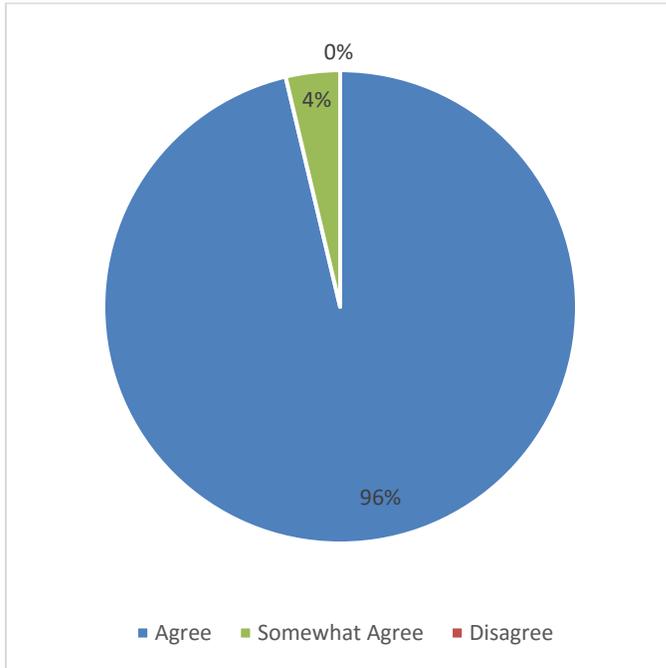
Actual Customer Feedback

“My team is amazingly responsive.”

Understanding Customer Needs

ENLASO understands my initial project needs and is able to adjust to changing needs when necessary.

96% of customers who responded agree and 4% somewhat agree with this statement.

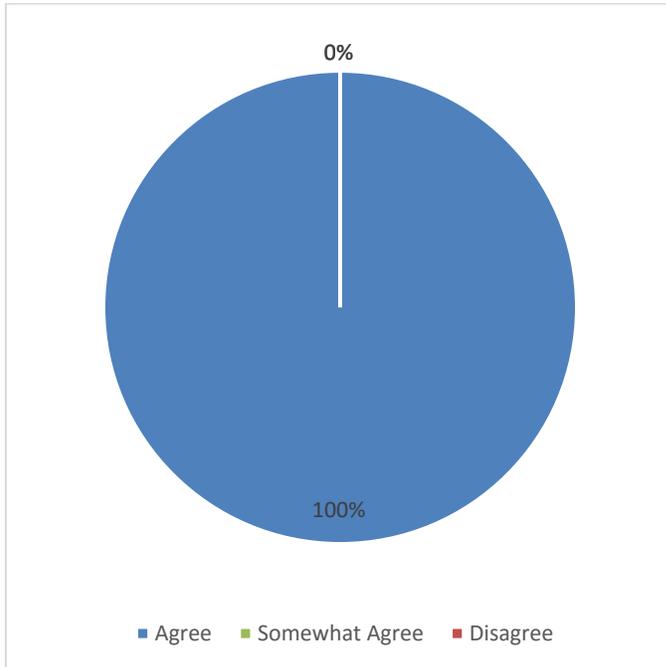


Actual Customer Feedback

"I appreciate the flexibility and understanding the team members provide us when going through our product descriptions."

ENLASO understands the importance of and is committed to meeting final project milestones and delivery dates.

100% of the respondents agree with this statement.



Actual Customer Feedback

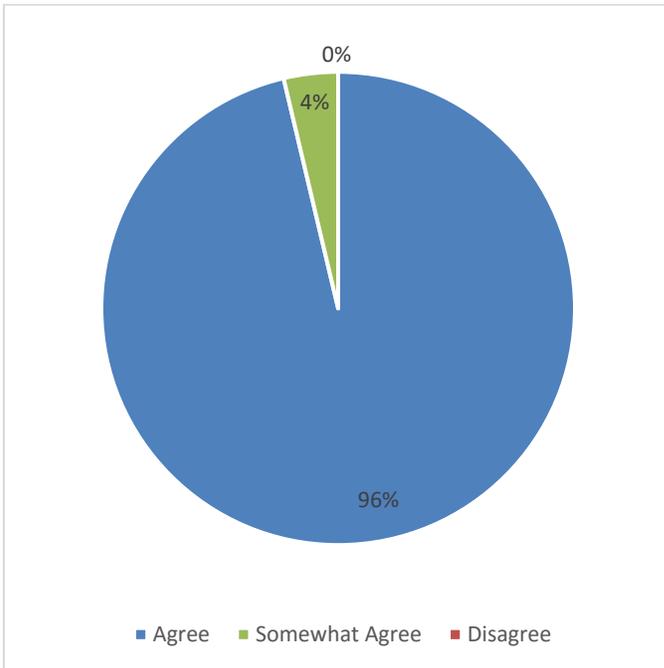
“Always on time!”

“Always very forthcoming about the time it will take.”

Cost Focus

ENLASO provides me with clear pricing information.

96% of customers who responded agree and 4% somewhat agree with this statement.

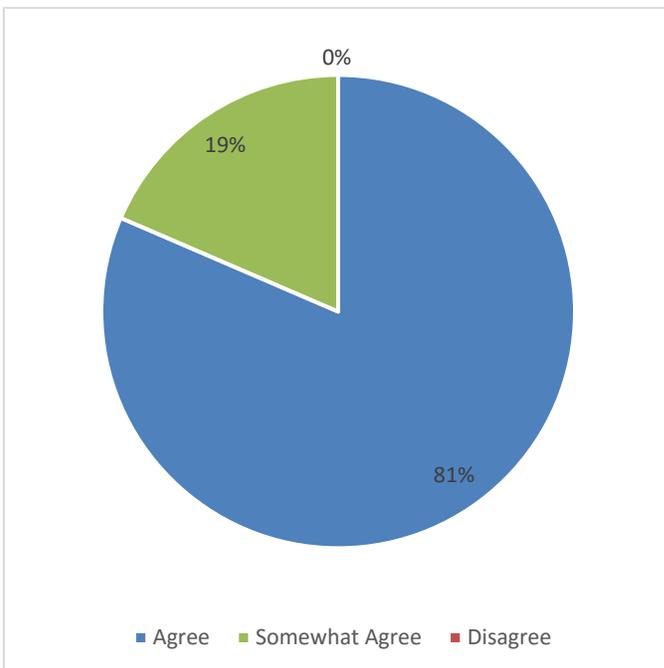


Actual Customer Feedback

"Agree +++++"

Considering all of the services offered, ENLASO provides appropriate pricing.

81% of customers who responded agree and 19% somewhat agree with this statement.



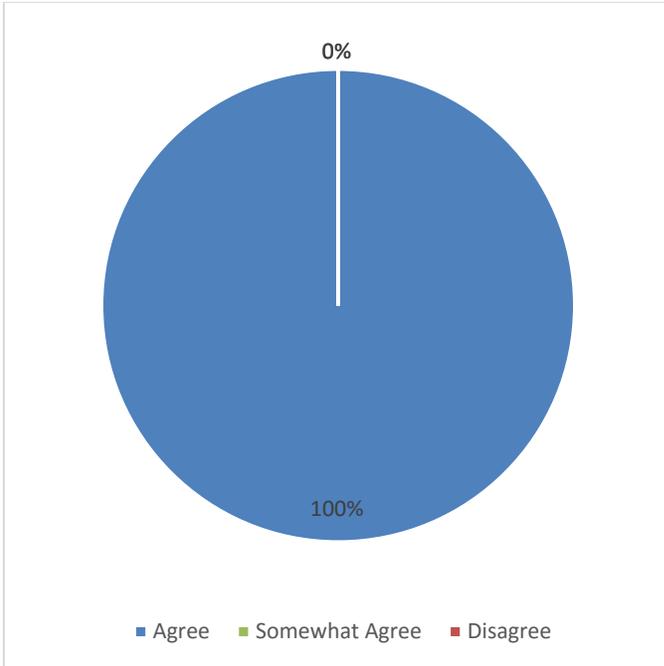
Actual Customer Feedback

"ENLASO often presents us with options to save us money on translation jobs. I appreciate this sharing of their expertise to my benefit."

Innovation/Initiative

ENLASO offers effective solutions to project requests and project issues.

100% of the respondents agree with this statement.



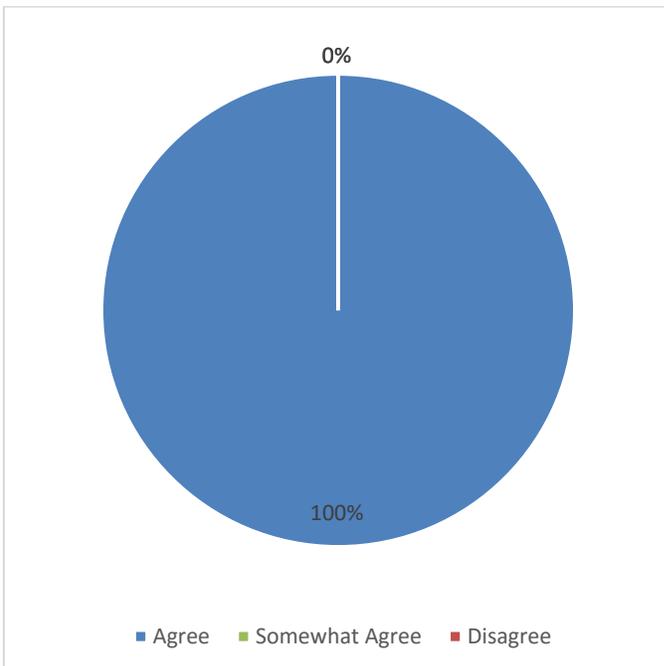
Actual Customer Feedback

"Have had several different project teams, all have been very personable and very helpful."

Technology

As applied to my projects, ENLASO provides effective technical expertise.

100% of the respondents agree with this statement.



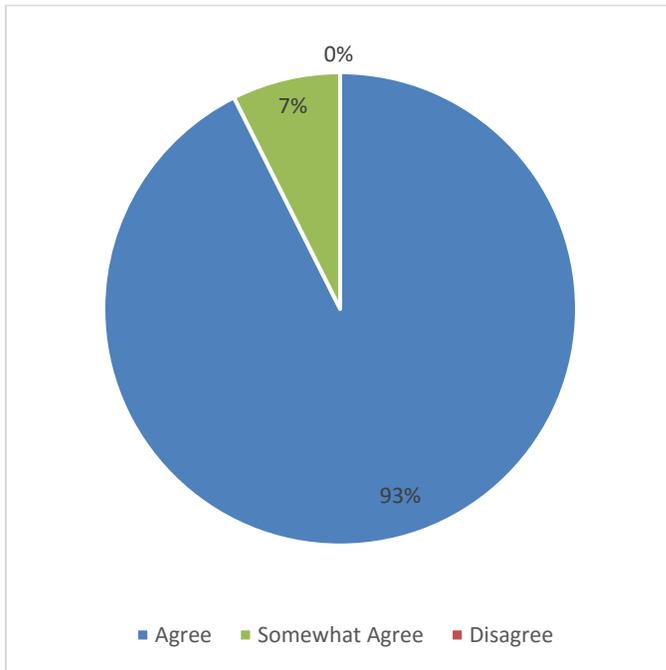
Actual Customer Feedback

"I greatly appreciate that I don't have to use some tricky proprietary software or online portal to submit my translation jobs."

Quality

The overall quality of ENLASO's final deliverables meets my expectations.

93% of customers who responded agree and 7% somewhat agree with this statement.



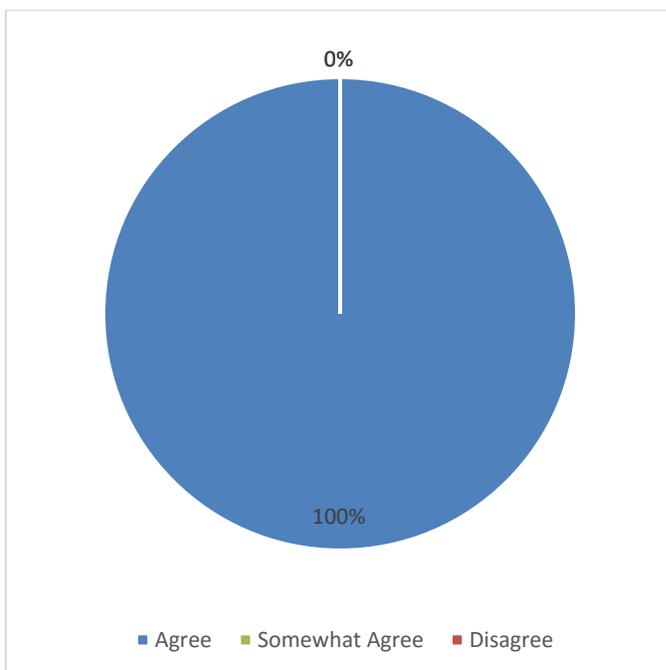
Actual Customer Feedback

"Exceeded expectations!"

Account Management

ENLASO provides my account the attention I feel it requires.

100% of the respondents agree with this statement.



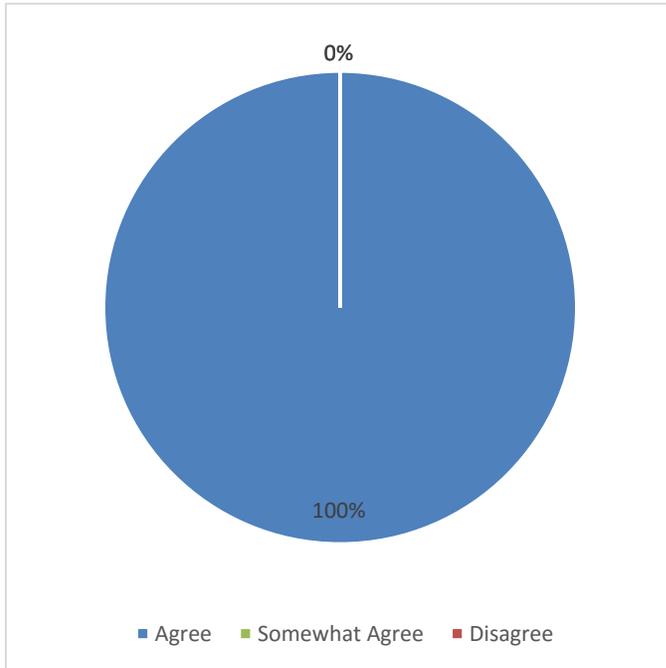
Actual Customer Feedback

"We love that we are in close contact with ENLASO team members and account managers."

Project Management

My ENLASO project team meets or exceeds the expectations defined in the project proposal or scope of work.

100% of the respondents agree with this statement.



Actual Customer Feedback

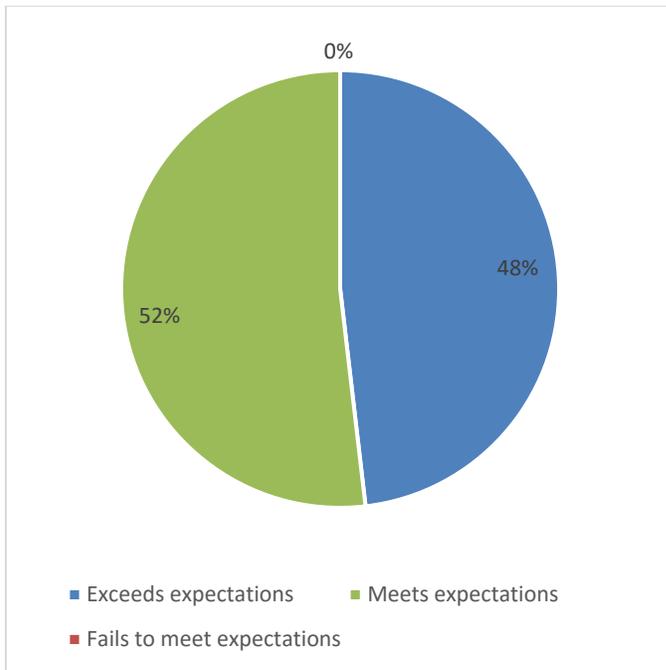
“The project and account managers have been fantastic and are consistently going above and beyond to meet the needs of my project!”

Overall Rating

Using the rating system below, we then asked our customers, considering all of the points above, how does ENLASO perform in regards to their overall expectations:

- Exceeds expectations
- Meets expectations
- Fails to meet expectations

48% of customers who responded felt that ENLASO exceeds expectations and 52% felt that ENLASO meets their expectations.

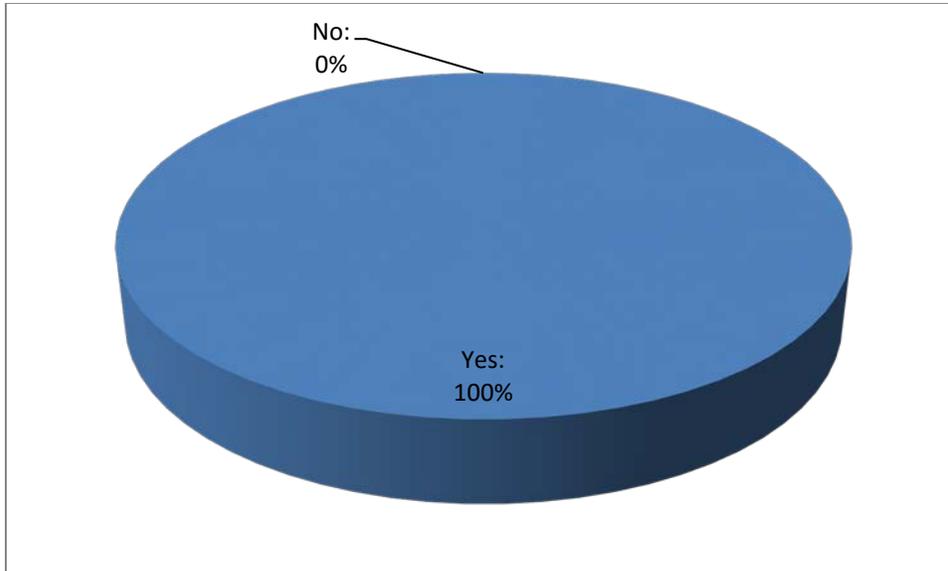


Actual Customer Feedback

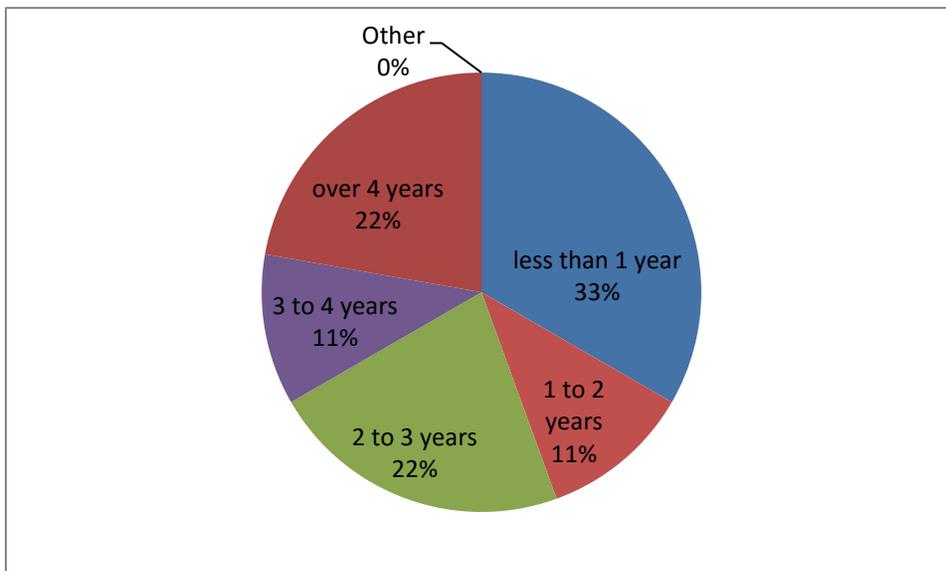
"I am happy to work with the people at ENLASO."

Last but not least, we asked if our customers would recommend ENLASO to other companies.

100% percent of customers would recommend ENLASO to other companies.



The customers who responded to this survey worked with ENLASO on average for the following durations:



Survey details:

- ENLASO distributed this survey on October 3, 2016 and closed it on November 1, 2016.
- ENLASO designed and conducted this survey.
- ENLASO sent this survey to active customers.
- The survey was conducted online.

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