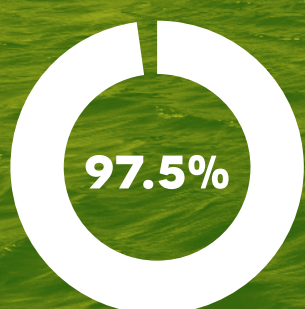


MABASTATS

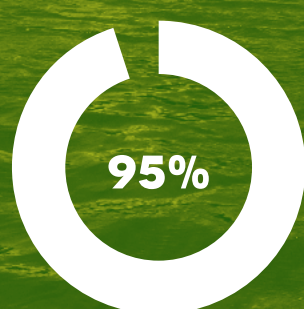
MABANAFT CUSTOMER SURVEY 2018

SERVICE



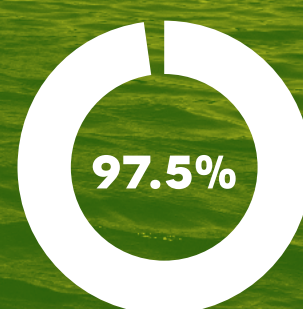
97.5% of our customers rate our customer service as good or excellent

ACCURACY



95% of our customers rate our accuracy of invoicing as good or excellent

SUPPLY



97.5% of our customers rate our continuity of supply as good or excellent

DELIVERING WHAT OUR CUSTOMERS MOST VALUE

95%

95% of our customers rate our advice and expertise as good or excellent

97.5%

97.5% of our customers rate our staff as friendly and helpful

95%

95% of our customers rate our flexibility of payment terms as good or excellent

PEOPLE RATING MABANAFT AS 'GOOD OR EXCELLENT' HAS INCREASED BY

Customer service
+4.8%

Flexibility on payment terms
+2.8%

Reliability of supply
+2.7%

92.5% of respondents consider our prices to be competitive

80%

80% of respondents use Mabalive to check prices and order fuel online

ONE IN THREE CUSTOMERS NOW USE THE NEW DEAL ADMINISTRATION AND REPORTING ON MABALIVE



WHAT CUSTOMERS LIKE MOST ABOUT ONLINE DEAL ADMINISTRATION AND REPORTING

1

Time saving

2

Ease of use

3

Visibility of account status

“Mabanaft are exceptionally customer focused”

“Staff are always friendly and knowledgeable”

“Mabalive provides up to the minute prices and is easy to use”

WHAT IS MOST IMPORTANT TO OUR CUSTOMERS?

