

In July 2019, 342 Clients completed our Client Satisfaction Survey. This was conducted by independent research agency WorkBuzz. Here is a summary of their feedback:

96%

of clients would recommend ActionCOACH to a friend or business associate



94%

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



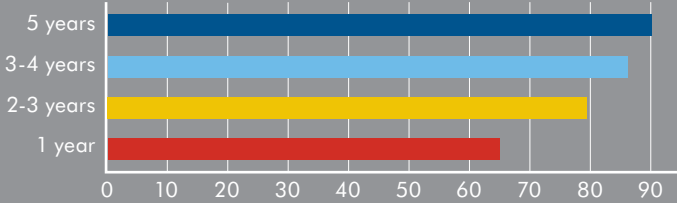
"My business has flourished, I have learnt so much, from the small things that make such a difference to my clients to a clear understanding of cash flow and goals. I wish I'd done it years ago."

Jacquie Jones,
Inner Beauty



90%

of clients agreed that they had a better work:life balance when working with ActionCOACH for 5 years



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

98%

of clients said their Action Coach makes a positive difference to their lives



92%

of clients said ActionCOACH is worth the investment



World class levels of client advocacy -

77

NET PROMOTER SCORE



World class levels of client advocacy – 77 NPS, up 5 points from 2018.

How ActionCOACH compares against other industry leaders:
NPS of brands with highest score in their industry

0-49

- Apple (45)
- Samsung (45)

50-69

- Ritz Carlton (68)
- Amazon Prime (53)

70+

- ActionCOACH (77)
- Costco (74)

Sources: Satmetrix, US Consumer 2019 Net Promoter Benchmarks. Note: NPS scores of industry leaders provided by Satmetrix, ActionCOACH NPS provided by WorkBuzz



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Celebrating over
26 years of client
success



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

BROAD SUGARS