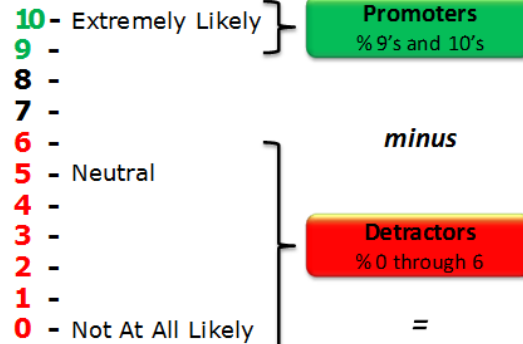


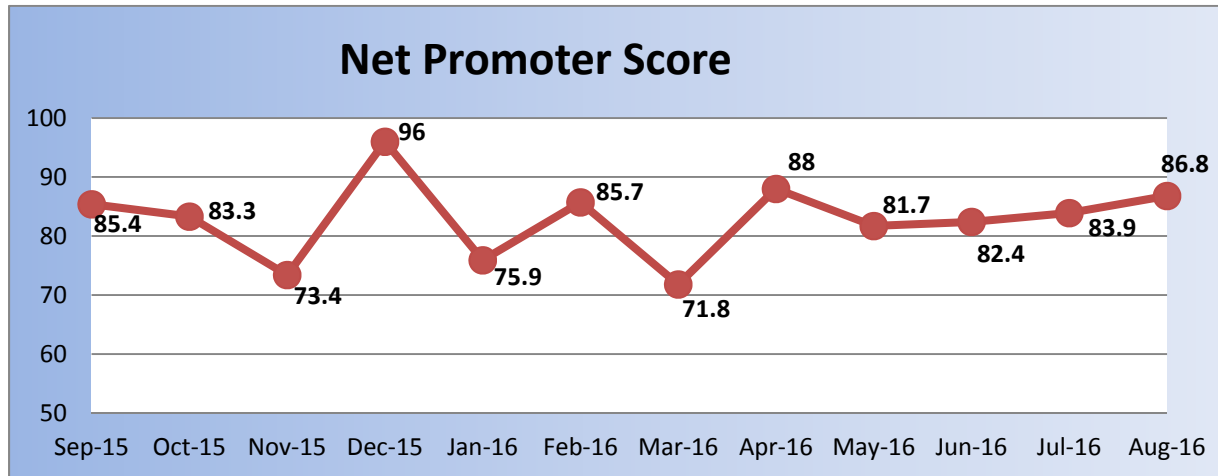
HOW LIKELY ARE YOU TO RECOMMEND ZOOM IMAGING SOLUTIONS TO A COLLEAGUE OR FRIEND?

NPS Leaders – U.S. 2015		
Company		NPS
USAA		80
Costco		78
Nordstrom		75
Apple		70
Amazon		69

How likely are you to recommend us to a friend or colleague?



=
Net Promoter %



The Net Promoter Score (NPS), is a straightforward metric that holds companies and employees accountable for how they treat customers. It is both a loyalty metric and a discipline for using customer feedback to fuel profitable growth in your business. Employees at all levels of the organization understand it, opening doors to customer-centric change and improved performance.

The average company in the United States has a NPS score of 10...Zoom Imaging Solutions' *cumulative average* NPS score as of **August 2016 is 85.8.**

