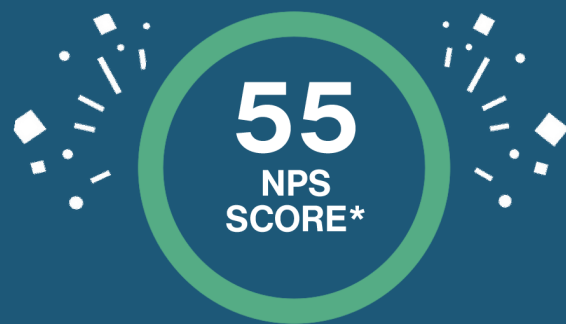




PARLIAMENT HILL

CLIENT SURVEY RESULTS 2024

Parliament Hill has been putting members at the heart of everything we do for 20 years. In this iconic year, we asked our clients for some key insights about how we're doing.



*50 benchmarked as excellent

“How satisfied are you with the following?”

(5 being extremely satisfied)



Member complaint handling



Response time to emails and queries



Scheme marketing



Action point completion

“How do you find your Account Executive?”

(5 being extremely satisfied)



Knowledgeable



Offers the support required



Professional



Understands your requirements



Maintains good communications



Our team continually works to maintain excellent service levels and we love to hear how we have positively impacted our clients:



“Katie and the team **helped us with our renewals targets** by providing us with images, adverts and content to support us and highlight the list of benefits and value we give to our members through IMI Membership. We have monthly catch ups which are informative and Katie always comes prepared to ask and answer any q's we have.”



“All contact with Georgia has been great! She's always helpful and friendly and suggests **new benefits and opportunities.**”

“It is good to have **consistency with the same contact who understands our requirements** and Josh is always helpful.”



“Jenny always has the knowledge to answer my questions and **clearly has a strong understanding of the market,** she has provided services that fit within the guidelines of our business and has developed a good understanding of these to offer us the best options for us.”



83%

Are satisfied with the range and quality of benefits available through their member benefits scheme



9/10

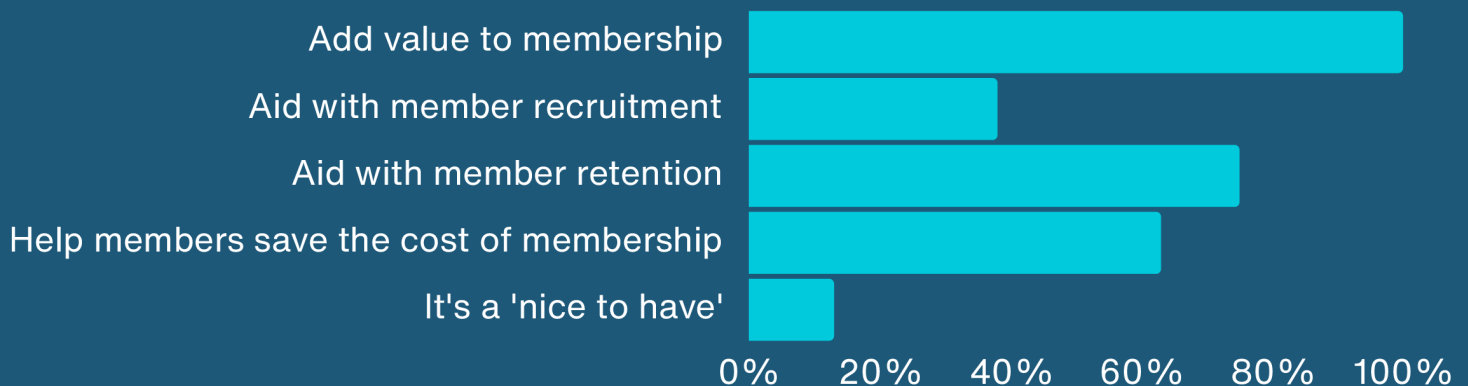
Clients would recommend us to other organisations



9/10

Clients say they are satisfied with our level of service

According to our clients, the main aim for their scheme is:



Interested in finding out more?

Please visit our website: www.parliament-hill.co.uk or connect with us



*Based on the 26 contacts who took the time to answer our questionnaire. This survey was completed in June 2024.