

# 2019 Client Satisfaction Survey Results

In August-September 2019 **ActionCOACH** asked independent research agency **WORKBUZZ** to conduct their 2nd Annual Client Satisfaction Survey to ensure they continue to raise their standards of customer service. Once again, **ActionCOACH** scored a 'world-class' status. Here are the details of some of results.

**82%**

of clients would recommend **ActionCOACH** to a friend or business associate



**93%**

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



**93%**

of clients said **ActionCOACH** is worth the investment



**97%**

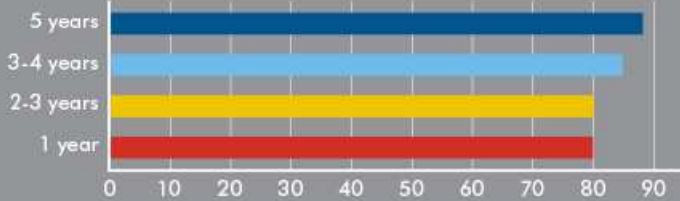
of clients said **ActionCOACH** makes a positive difference to their lives



**89%**

of clients agree they have a better work-life balance when working with **ActionCOACH** for +5years

How coaching over a 5-year period can affect your work life balance:



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

**77%**

stated that since working with **ActionCOACH** their revenue has increased



**70%**

of clients stated that since working with **ActionCOACH** their workforce has increased



World class levels of client advocacy -

**78**

NET PROMOTER SCORE



How ActionCOACH compares against other industry leaders:

Brands with an NPS score of

**0-49**

- Airbnb
- UPS

Brands with an NPS score of

**50-69**

- American Express
- Apple

Brands with an NPS score of

**70+**

- ActionCOACH
- Costco

Sources: <https://www.satmetrix.com/wp-content/uploads/2019/04/2019-Benchmarks.pdf>



Participating Independent Coaches in the United States

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

*BRAD SUGARS*