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# ASPRO Customer Satisfaction Reporting Q4 2020/21

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OFFICIAL  
Customer Satisfaction – Net Promotor Score



Completed Question Total – 444

Promotor Total – 364

Neutral Total - 28

Detractor Total – 52

Promotor Percentage = 81.98%

Neutral Percentage = 6.31%

Detractor Percentage = 11.71%

**Net Promotor Score = 81.98%**