

Customer Satisfaction Survey HNG Technical Service

1. Overall, how would you rate the quality of your Heraeus Noblelight Technical Service experience?

- Very positive Positive Neutral Negative Very negative

2. How did Heraeus Noblelight Technical Service address your concerns?

- Very well Well Neutral Poorly Very poorly

3. Did the timeliness of Heraeus Noblelight Technical Service meet your expectations?

- Much faster than expected Faster than expected As long as expected Longer than expected Much longer than expected

4. What is the likelihood that you would recommend Heraeus Noblelight Technical Service to your colleagues or partners?

- Very likely Likely Neutral Not likely Very unlikely

5. Others: