

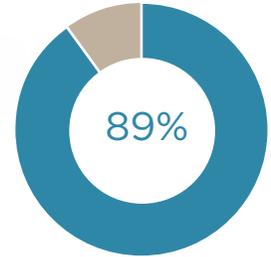


CLIENT SATISFACTION SURVEY SUMMARY 2023

A focus on valuable insights for the future

NET PROMOTER SCORE

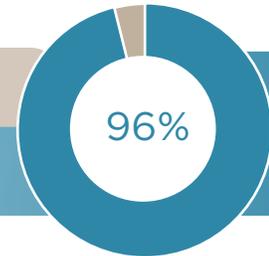
MEASURES HOW LIKELY OUR CLIENTS
WOULD REFER US TO A FRIEND OR
ASSOCIATE



2023 ACCOUNTING INDUSTRY AVERAGE IS 41%

OVERALL CLIENT SATISFACTION

1 (NOT SATISFIED) 2 (SOMEWHAT SATISFIED) 3 (SATISFIED)
4 (VERY SATISFIED) 5 (EXTREMELY SATISFIED)



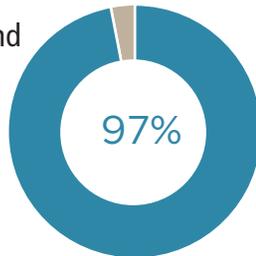
WEIGHTED
AVERAGE
4.79

WHAT OUR CLIENTS SAY ABOUT...

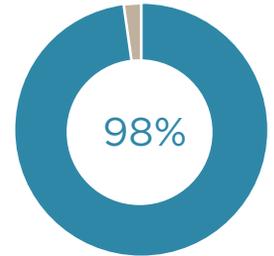
OUR SERVICE TEAM

ALWAYS follows up on problems to
make sure they have been resolved, and
is:

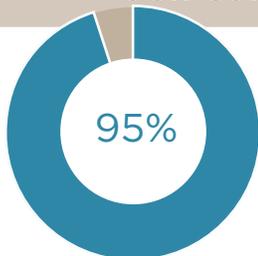
- Accessible
- Competent
- Knowledgeable about my business
- Responsive to my needs



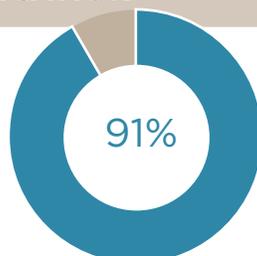
Courteous & professional



OUR COMMUNICATION

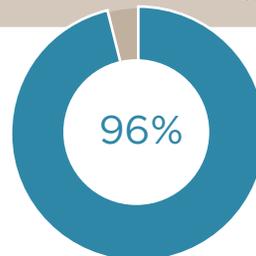


Timely return of calls & email

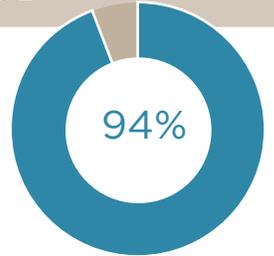


Inform me of delays

OUR VALUE



Accuracy of reports
Timely completion of work



Value of service

CLIENT COMMENTS

"BW is a true partner to us. Their knowledge, expertise, and service are a valuable resource to us and play an important role in our success!" — **John Allen, Kaufman Container**

"I appreciate the exceptional tax advice we received over the years. The (BW team) has a good grasp of our business needs. Thank you for your excellent service." — **John Griffiths, Rae Ann, Inc.**

"The BW team has been fantastic to work with; both the team member at our office as well as at the partner level. Any issues or concerns are handled very efficiently and effectively." — **Kelley Needham, Epilepsy Association**

"What I like most about Barnes Wendling is their care and responsiveness. I am grateful and continue using the Sandusky office for tax filing even from South Dakota and California!" — **Jan Smith-Wood**

2023 INSIGHTS & UPDATES

SHARE CONTENT IMPORTANT TO OUR CLIENTS

We are always striving to produce quality and informative content for our clients. We continuously research topics and follow tax and accounting publications to provide the most up-to-date information on our website and social channels, and through direct communication with our clients.

We are in constant communication with our clients and take their needs and wants into strong consideration when planning for the future.

We are always aiming for a top score and if we receive average or lower ratings, we will contact the client to find a resolution.

AWARD WINNING FIRM

At Barnes Wendling CPAS we work hard and play hard. We have developed an outstanding culture and have created a team that truly loves working here, recognized through the following awards:

- **Weatherhead 100** - We are honored to have been selected as a 2023 Weatherhead 100 company by Case Western Reserve University Weatherhead School of Management. The award recognizes our region's fastest-growing companies based on revenue from 2018 to 2022.
- **NorthCoast 99** - We are proud to be a 2023 Northcoast 99 Award winner for the 13th year. This involves an extensive application process and recognizes 99 great workplaces for top talent throughout Northeast Ohio.
- **Top Workplaces** - We also received the 2023 Top Workplaces Award by cleveland.com and The Plain Dealer. Winners of the award were based solely on employee feedback gathered through a third-party survey.