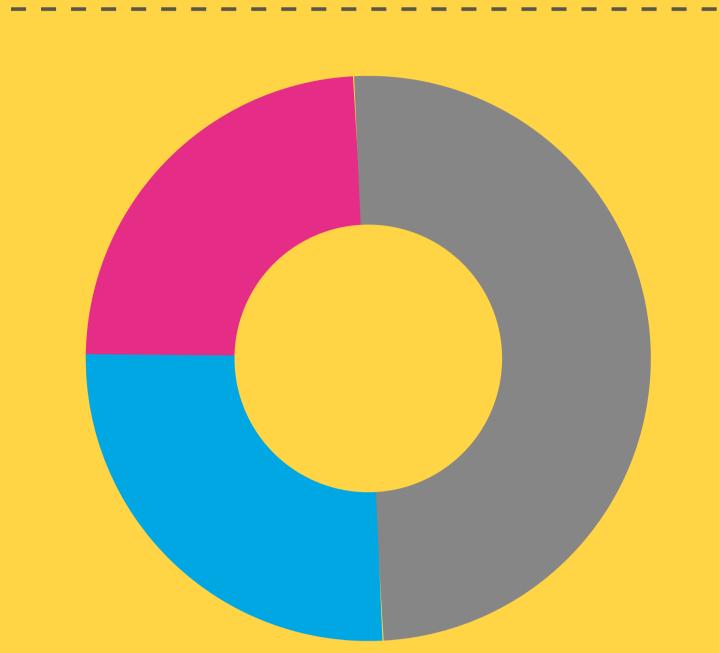
CLIENT SURVEY RESULTS

MENZIES

BRIGHTER THINKING

313 **SURVEYS COMPLETE**

MENZIES POSITIVELY CHALLENGE ME & MY BUSINESS



Positively challenge 24 %

Sometimes challenge 50%

Never challenge

26%

3 ATTRIBUTES OUR CLIENTS VALUE THE M

Responsiveness

They want us to pick up the phone



Technical expertise They value our ideas

Proactive advice

They want us to challenge them

LIENTS FUTURE PLANS NEXT 1-2 YEARS)

14% Estate planning

10 % Launching new

restructure

products/services

8% Looking to

7% Sell business

5% Move of premises

2% Potential MBO

14% Need to better protect private wealth

9% Want to increase organic growth

7% Raise finance

6% Look to acquire

SUMMARY

4% Renegotiate terms with suppliers

15% Other (Retirement, investment, sale of shares)

An industry index to measure advocacy

> Menzies 2018

Menzies 2017

Industry average

8.4/10

I'm happy with the amount of facetime I get with my Menzies team

I'm satisfied with Menzies as my service provider 8.6/10

Rate overall relationship with the Menzies team 8.7/10

my sector

Menzies understands me/my company 8.6/10

8.6/10 Menzies provide me with a quality service

Menzies are responsive to my needs

8.2/10

8.6/10

Menzies understands

Menzies go above & beyond to add value to our engagement

8.7/10

Partners & staff are accessible to me & available for queries

Menzies services represent good value 7.5/10 for money

How likely are you to recommend Menzies LLP to a friend or colleague

8.3/10