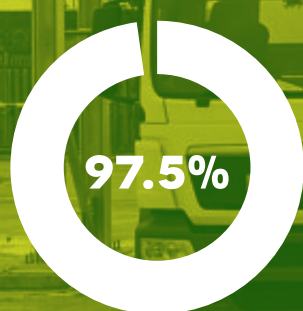


MABAStats

MABANAFT CUSTOMER SURVEY 2020

SERVICE



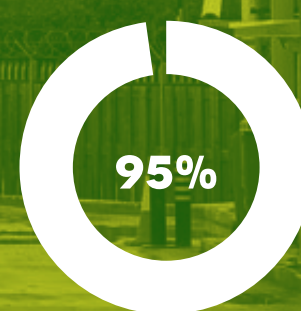
97.5% of our customers rate our customer service as good or excellent

ACCURACY



92.5% of our customers rate our accuracy of invoicing as good or excellent

SUPPLY



95% of our customers rate our continuity of supply as good or excellent

DELIVERING WHAT OUR CUSTOMERS MOST VALUE

95%

95% of our customers rate our advice and expertise as good or excellent

95%

95% of our customers rate our product range as good or excellent

87.5%

87.5% of our customers rate our efficiency of loading times as good or excellent

PEOPLE RATING MABANAFT AS 'GOOD OR EXCELLENT' HAS INCREASED BY

Price

+12.2%

Product range

+11.3%

Advice & expertise

+1.1%

72.5%

72.5% of respondents use Mabalive to check prices and order fuel online

WHAT CUSTOMERS LIKE BEST ABOUT MABALIVE

- FAST ACCESS TO PRICING
- QUICK AND EASY TO USE



THE KEY BENEFITS OF ONLINE DEAL ADMINISTRATION AND REPORTING



Time saving



Ease of use



Visibility of account status

“ Instant information, clear pricing, efficient delivery.”

“ Quick, simple process that can be done while out of the office ”

“ Online pricing let’s us see the price of fuel at that time to quote to our customers. ”

WHAT IS MOST IMPORTANT TO OUR CUSTOMERS?

