



MABASERVICE

DELIVERING WHAT CUSTOMERS WANT



SERVICE

97%

of our customers rate our customer service as good or excellent



ACCURACY

95%

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

95%

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

80%



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

95%



of our customers rate our flexibility of payment terms as good or excellent

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

Advice and expertise

+10.7%

Accuracy of invoicing

+1.6%

Flexibility on payment terms

+9.9%

Price

+4.5%

80%

of our customers rate our prices as good or excellent

MABALIVE IS MABANAFT'S FREE ONLINE PRICE INFORMATION AND FUEL ORDERING SERVICE



80% of respondents use Mabalive to check prices and order fuel quickly and easily online

“Ease of use and the fact you have prices in front of you at all times”

“Live pricing at all terminals, viewing our trigger volumes and pricing against live market”

“The ability to purchase after 5:00pm and when in meetings”

WHAT IS MOST IMPORTANT?

HOW DID WE PERFORM?

01	Price	2017 80%	<div style="width: 80%;"></div>
02	Customer service	2017 97%	<div style="width: 97%;"></div>
03	Reliable continuity of supply	2017 95%	<div style="width: 95%;"></div>
04	Accuracy of invoicing	2017 95%	<div style="width: 95%;"></div>
05	Efficiency of loading times	2017 80%	<div style="width: 80%;"></div>
06	Flexibility on payment terms	2017 95%	<div style="width: 95%;"></div>
07	Advice and expertise	2017 95%	<div style="width: 95%;"></div>
08	Product range	2017 90%	<div style="width: 90%;"></div>