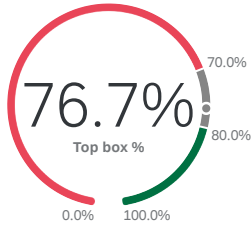




B2C Retailer CX Program Executive Summary

Overall CSAT - YTD 765 ⓘ



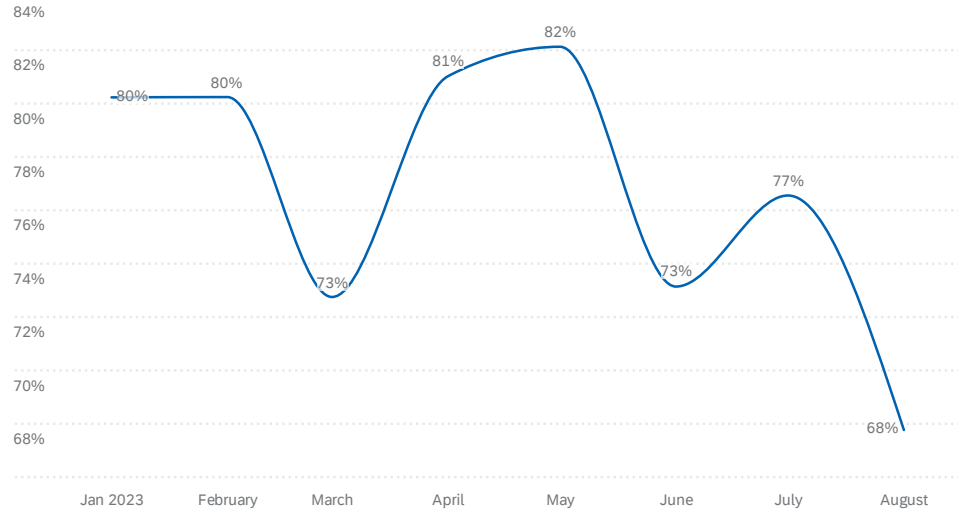
▲ +1.8% vs Previous year (74.9%)
▼ -1.2% vs Previous month (78.0%)

Breakdown of CSAT



Very dissatisfied Somewhat dissatisfied Neutral
Somewhat satisfied Very satisfied

Overall CSAT - Monthly trend



CSAT by Country - YTD

Country	CSAT	YoY	MoM	n
CA	69%	-6.3%	-0.8%	84
US	78%	2.8%	-1.3%	712

CSAT by Region - YTD

Region	CSAT	YoY	MoM	n
South	69%	-6.3%	-0.8%	84
East	78%	4.1%	-1.9%	315
West	77%	1.8%	-0.8%	397

CSAT by District - YTD

District	CSAT	YoY	MoM	n
East Coast	69%	-6.3%	-0.8%	84
Mid Atlantic	84%	5.5%	-3.4%	64
Midwest	80%	2.4%	0.3%	101
Mountain West	81%	4.8%	-1.0%	139
North East	73%	-0.7%	2.0%	53
South Central	68%	-3.9%	-1.8%	97
South East	78%	5.1%	-2.4%	198
West Coast	78%	2.9%	-0.4%	60

CSAT by Store - YTD

Store	CSAT	YoY	MoM	n
Somerset Collection	100%	0.0%	0.0%	9
Ross Park Mall	100%		0.0%	1
Montgomery	100%	33.3%		1
King of Prussia	100%	13.0%	0.0%	9
Flatiron	100%	9.1%	0.0%	5
Denver Cherry Creek	100%	12.5%	0.0%	5
Country Club Plaza	93%	10.5%	1.2%	14
San Francisco Center	92%	14.7%	-8.3%	12
Bellevue Square	89%	4.0%	0.0%	9
Tysons Corner	88%	10.7%	1.6%	19
Valley Fair	88%	17.8%	0.0%	8