

NEW ZEALAND
**Reader's
digest**

CERTIFICATE

As voted by the Consumers of New Zealand



the paint the professionals use

*was awarded the Quality Service Award for
Excellence in Service and Consumer Satisfaction.*

Your brand was voted on and highly rated across 5 different aspects of service:

- *Personalisation – providing a personalised experience*
- *Understanding – understanding how your customer feels*
- *Simplicity – making the process quick and easy for the customer*
- *Reliability – being reliable*
- *Satisfaction – delivering on the customer's expectations*

A handwritten signature in black ink, appearing to read "Walter Beyleveldt".

Walter Beyleveldt
*Managing Director,
Asia Pacific*



A handwritten signature in black ink, appearing to read "Sharon White".

Sharon White
*Group Advertising and
Retail Director,
Asia Pacific*

The Quality Service Awards survey was conducted by Catalyst Research. 1,500 people were surveyed, and the data was post-weighted to reflect New Zealand population estimates.