

## 2020/21 SATISFACTION SURVEY RESULTS

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During Autumn 2020, we commissioned an independent market research agency to undertake our third satisfaction survey, with the aim of evaluating performance and perceptions of North.

The survey revealed a positive set of results with improvements across all our key service areas and I am pleased to share a snapshot of the results with you which can be viewed [here](#).

On behalf of everyone at North, I would like to thank all our Members and Brokers for their participation in our survey.

If you have any questions, or would like to provide more feedback, please contact [Rob McNally](#) or [Kim Rogerson](#) in our Marketing Communications team.

PAUL JENNINGS  
CHIEF EXECUTIVE / EXECUTIVE DIRECTOR  
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