

# HARDING, SHYMANSKI & COMPANY P.S.C.

## 2009 Client Satisfaction Results

### 1. Satisfaction level that HSC's services met expectations:

*"... always helpful and provides insight to many questions"*

**98% Satisfaction**

*"I'm very pleased with the professional help I get ..."*

### 2. Satisfaction level with the results of HSC's services:

*"... seems to know the answer to anything technical I ask"*

**98% Satisfaction**

*"... have always been satisfied by the end product"*

### 3. Satisfaction level with the overall value of HSC services relative to fees paid:

*"... has provided a vast amount of information ..."*

**91% Satisfaction**

*"... a lot of confidence in (their) ability to address and resolve issues ..."*

### 4. Satisfaction level with HSC team attributes:

*"... very knowledgeable, personable, timely and extremely customer-oriented ..."*

**100% Satisfaction**

- ✓ Responsiveness
- ✓ Delivered agreed-upon work product
- ✓ Compatibility with client's team
- ✓ Met agreed upon deadlines
- ✓ Designed engagement in accordance with requirements

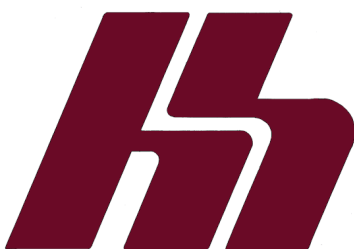
*"I have and will refer everyone I know ..."*

**94% Satisfaction**

- ✓ Provided advice/recommendations relevant to client goals
- ✓ Demonstrated a planned work approach
- ✓ Proactive and took initiative when needed
- ✓ Partner visibility and frequency of contact

*"I never wait for answers"*

*"... actually calls me with ideas"*



[www.hsccpa.com](http://www.hsccpa.com)

**HARDING, SHYMANSKI & COMPANY, P.S.C.**

**Certified Public Accountants and Consultants**

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*Our Goal: Your Success!*