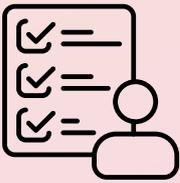


Customer Feedback Journey

Your feedback is important to us

Here's how and when we collect feedback throughout your journey with us to help us monitor service quality and continually improve



When You Join Us

Taken a new product with us?
We'll send you a survey shortly afterwards to check everything ran smoothly.



During Day to Day Support

After a support request, we may ask for brief feedback to help us understand how the support experience went and where we can improve.



Quarterly Check In

Every 3 months, we ask one simple question to understand how we're doing:
"Would you recommend us?"



Open Feedback

You are welcome to share feedback at any point. Feedback can be shared directly to your Account Manager or to our Customer Experience Manager.



We aim to keep feedback requests relevant and meaningful.
Your input helps us maintain and improve the quality of our services.