

Heidelberg, 20th August 2019

Testimonial Letter

In the period of May-June 2019, ASM-Market Research and Analysis Center professionally carried out our order of customer loyalty survey using the Computer Assisted Telephone Interview (CATI) technique.

In our opinion, the study was conducted fairly and timely, in accordance with the previously agreed schedule. We also highly value contact with the ASM representatives – the staff was always knowledgeable, friendly and responsive to our needs.

It was a pleasure to work with ASM-Market Research and Analysis Centre and GIM *direct* looks forward to continuing this relationship when more opportunities for ASM occur within their core

competency.



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