

# Stats Don't Lie

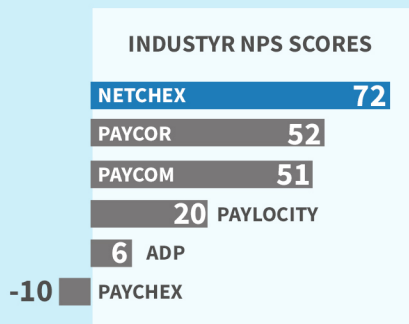
Across the board, Netchex consistently receives industry-leading ratings and reviews for customer service and support.

## NetPromoter Score

Netchex clients are

# 23%

more likely to refer Netchex than our competitors.



## Why This Matters

Client referrals are the highest form of flattery. NPS surveys in our industry show that our clients are far more willing to refer us more business than our competitors.

Source: NPS measures customer experience and predicts business growth. Results are from client surveys and NPS data.

## Online Reviews

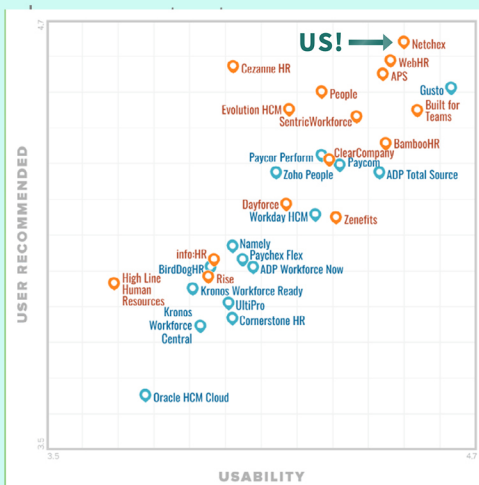
# 4.56 out of 5



**Software Advice.**

## Why This Matters

Our clients know us best, so their reviews are invaluable. In comparison to other vendors, there's no question



Source: Software Advice provides research and user reviews of software applications. Our score is a result of 80+ reviews by real Netchex clients, and are ranked highly in user recommendations and usability.

## CSAT & Retention

## Why This Matters

Your satisfaction as a client is our priority. If you're not happy, we're not doing our job.

### CLIENT RETENTION RATES

NETCHEX	98%
PAYLOCITY	97%
PAYCOR	93%
PAYCOM	90%
ADP	90%
PAYCHEX	81%



# 4.8 out of 5

Source: With every service case closed, we ask our clients to rate our customer service.

## Certified Knowledgeable Staff

# 95%

of our Service associates are FPC Certified

## Why This Matters

HR constantly changes, and FPC certified service associates ensure you're receiving the most educated service possible in the industry.

FPC (Fundamental Payroll Certification): Payroll certification is a valuable, objective credential that verifies an individual's specified level of knowledge, skills, and abilities in the payroll profession.