

# CLIENT FEEDBACK SURVEY

JRP'S COVID-19 SERVICE RESPONSE

**JRP**

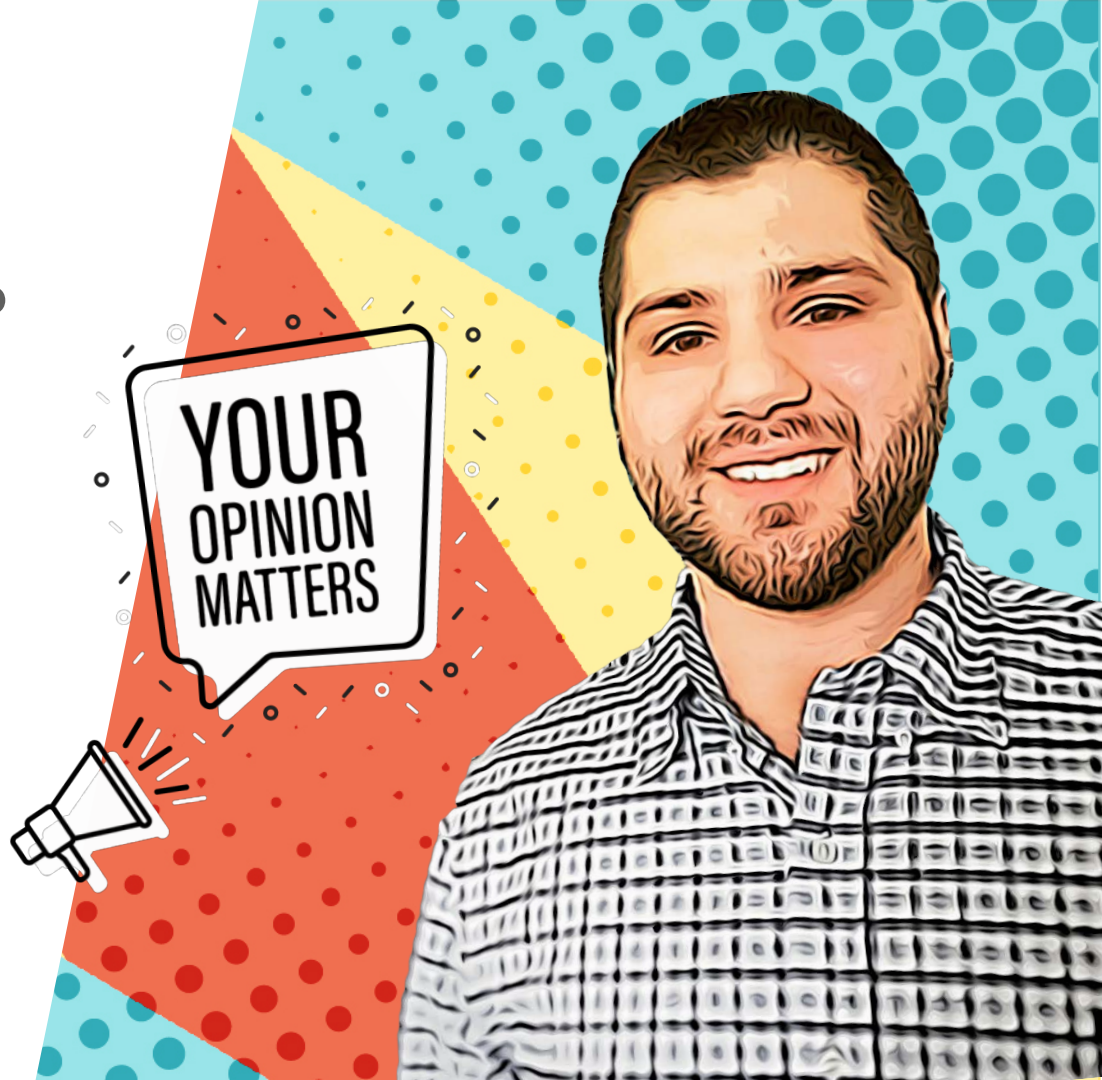
YOUR BENEFITS. YOUR WAY.®



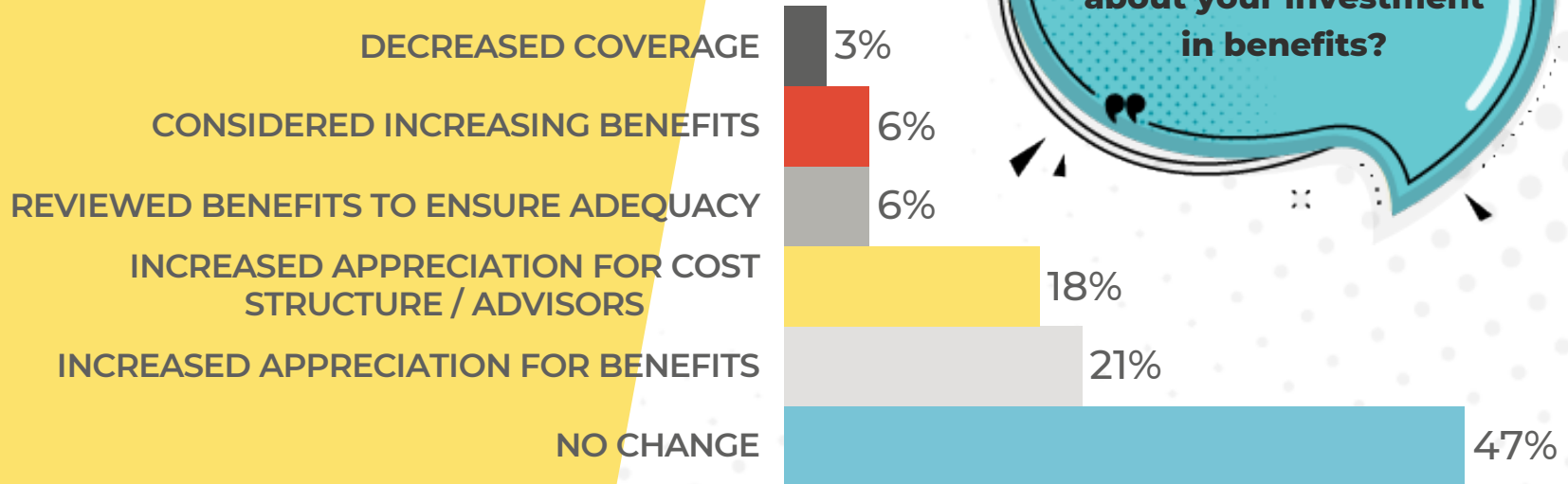
PREPARED BY: MARK ANTHONY CURRO – EMPLOYEE BENEFITS ANALYST

# Meet our in-house Data Analysis Guru, Mark Anthony Curro BSc, MSc

Mark has several years of experience as an Employee Benefits Analyst and has become an integral part of the JRP team. Mark has always had an interest in mathematics and analytics which led him to attain both an Undergraduate Degree in Science as well as a Masters degree in Mathematics. He excels at producing insightful data with actionable analysis, ensuring that our organization understands the ever-changing needs of our clients in an ever-changing world.

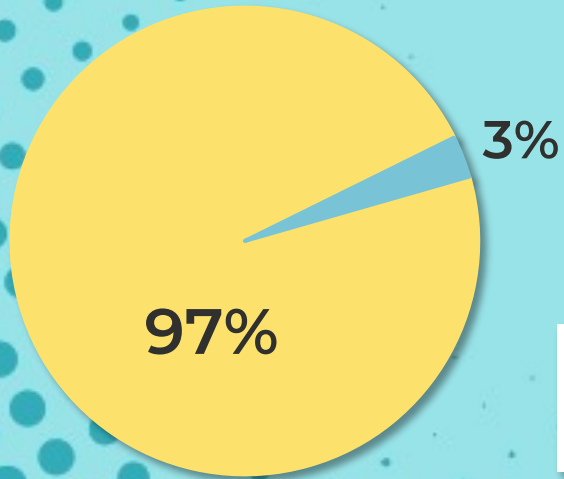


# WE ASKED YOU ...



\*\* MOST RESPONDENTS HAD EITHER NO CHANGE TO THEIR THOUGHTS ABOUT BENEFITS OR HAD A **GREATER APPRECIATION** FOR THEIR BENEFITS AND JRP'S SERVICES.

## WE ASKED YOU ...



■ Yes ■ No

Do you feel we are able to effectively communicate information virtually?

**\*\* OVERWHELMINGLY, CLIENTS AGREE THAT WE CAN EFFECTIVELY COMMUNICATE VIRTUALLY.**



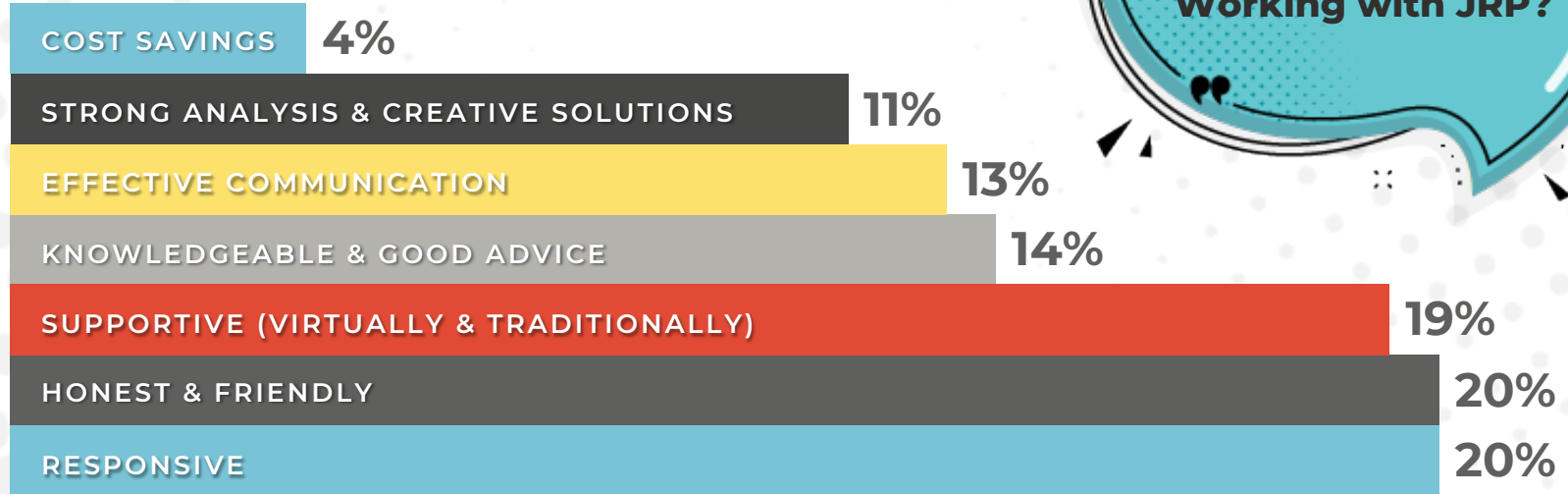
# OUR FAVOURITE QUOTES

“ I really enjoy the constant updates and emails sent by JRP. ”

“ It's nice to know that, with so many other things to worry about, they are actively seeking out new information and providing it to us. ”

“ You are able to virtually communicate perfectly. I love working with JRP! ”

# WE ASKED YOU ...



**\*\* JRP'S DEDICATION TO PROVIDING EXCEPTIONAL SERVICE IS THE CORNERSTONE OF OUR CLIENT'S HIGH LEVEL OF SATISFACTION.**

“ Friendly, honest and reliable personnel. Always able to answer my questions in a timely fashion. They keep me apprised of changes and areas of concern. ”

“ Richard and Maryann are fantastic people who show you they care. ”

“ The personal touches, making you and your company feel special and important to JRP. ”

“ The flexibility of the benefits has been a positive for us. ”

“ The JRP team's support and intimate knowledge. ”

“ Saving money while maintaining service. ”

“ Great interpersonal skills, I feel welcomed and believe I get honest answers. ”

“ The service, without a doubt. ”



# JRP

YOUR BENEFITS. YOUR WAY.®

TORONTO | WATERLOO | WINNIPEG | VANCOUVER

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