

Fresenius Kabi Earns NorthFace ScoreBoard AwardSM for Customer and Field Service Excellence

Fresenius Kabi achieved all necessary criteria to earn the 2019 NorthFace ScoreBoard AwardSM for Customer and Field Service excellence awarded by Customer Relationship Management Institute LLC (CRMI). The Omega Management Group conducted an independent audit of customer satisfaction survey results and determined that Fresenius Kabi met all the necessary qualifications to earn this coveted award.

The evaluation conducted by the Omega Management Group reviewed customer survey methodology and ratings data in key areas of Customer Service and Field Service and Support. Companies must achieve a Customer Satisfaction rating of 4.0+ out of a possible 5.0 score over a 12-month calendar period to qualify for consideration.

Customer Satisfaction Ratings Weighted Average & Percent Satisfied

Customer Service	ScoreBoard Index	% Satisfied	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Knowledge	4.9	99%	4.8	4.9	4.9	4.9
Ordering Ease	4.9	98%	4.9	5.0	4.9	4.9
Professionalism	5.0	100%	4.9	5.0	4.9	5.0
Overall Satisfaction	4.9	99%	4.9	4.9	4.9	4.9

Field Service and Support	ScoreBoard Index	% Satisfied	2019 Q1	2019 Q2	2019 Q3	2019 Q4
Knowledge	4.9	99%	4.9	4.9	4.9	4.9
Ease of Doing Business	4.9	99%	4.9	4.9	4.9	4.9
Helpful and Caring	4.9	99%	4.9	4.9	4.9	4.9
Overall Satisfaction	4.9	99%	4.9	4.9	4.9	4.9

Rating Scale: **5** = Exceeded Expectations; **4** = Performed Above Expectations; **3** = Met Expectations; **2** = Performed Below Expectations; **1** = Did Not Meet Expectations

www.fresenius-kabi.us

¹Data on file at Fresenius Kabi USA. Inclusive of total portfolio. Results of 2019 Customer Satisfaction Survey. Copyright © 2020 Fresenius Kabi AG. All rights reserved.

Fresenius Kabi Achieved *Best in Class* Rating in Customer Service and Field Service and Support

Comparison of Fresenius Kabi USA to Omega Management Group Corp.'s 2019 NorthFace ScoreBoard Award Recipients

