



<http://www.mrp-eurasia.com>
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Firm's References

Relevant services carried out over the last five years
that illustrate the firm's capability
(to be prepared by each firm in a consortium)

Assignment title: Cibank Exit Interviews and Mystery Shopping

Country of assignment: Bulgaria

Name of client: Cibank

Address of Client: 1 Tsar Boris III Blvd., Sofia 1000, Bulgaria

Client Reference contact: Maria Grozdanova, Expert Branch Network and Distribution Channels Directorate, 1 Tsar Boris III Blvd., Sofia 1000, Bulgaria, Fax: +359 2 9399 286, MGrozdanova@cibank.bg

Start Date: August/October 2011

Contracted completion date: October 2011

Actual or estimated completion date (if on-going): -

Value of services: 11969 USD

Total number of expert months: 2

Name of associate consultant(s): -

Number of staff months of experts provided by associated consultant(s): -

Description of actual services provided by your firm: questionnaire preparation, fieldwork set-up, fieldwork execution, data processing, report preparation

Experts provided by your firm:

Number of experts: One expert, Senior Quantitative Research Executive with more than 7 years research experience and more than 40 bank projects conducted in the last 3 years.

Number of expert months: 5

Number of expert months: 2

Name of Project Director/Team Leader/Lead Expert: Ms. Vilena Saikova

The above information was prepared on: 21st February 2011

Firm's name: MRP-EURASIA, office in Bulgaria

Authorised representative of firm: _____

signature

21/2/2012

date

Alex Trotiuc

name in full