

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: Customer Service evaluation
Country of assignment: Macedonia
Name of client: Ohridska Banka, Societe Generale
Address of Client Makedonski Prosvetiteli 19, Ohrid

Client Reference contact: Svetlana Risteska, Head of Customer relations, Svetlana.Risteska@ob.com.mk

Start Date: 06/2011
Contracted completion date: 07/2011

Actual or estimated completion date (if on-going): [month/year]
Value of services: 3.000 EUR
Total number of expert months : 1 months

Name of associate consultant(s):

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

Description of actual services provided by your firm:
Evaluation of the customer service through 200 mystery shopping visits in the bank's points of contact.
Detailed analysis of the results and delivering a report with the findings of the research activities, providing the client with insight in employee behavior in order to undertake necessary measures for improvement.

Experts provided by your firm:

Number of experts: Project Director, Head of mystery shopping department

Number of expert months: 1 months

Name of Project Director/Team Leader/Lead Expert:
Mr. Igor Andrievski- Project Director; Ms.Katerina Kotlareska - Mystery shopping expert

The above information was prepared on: 05.03.2012

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

Authorised representative of firm:



signature

05.03.2012

date

Mr. Alex Trotiuc

Name in full