

2021 Customer Survey Results

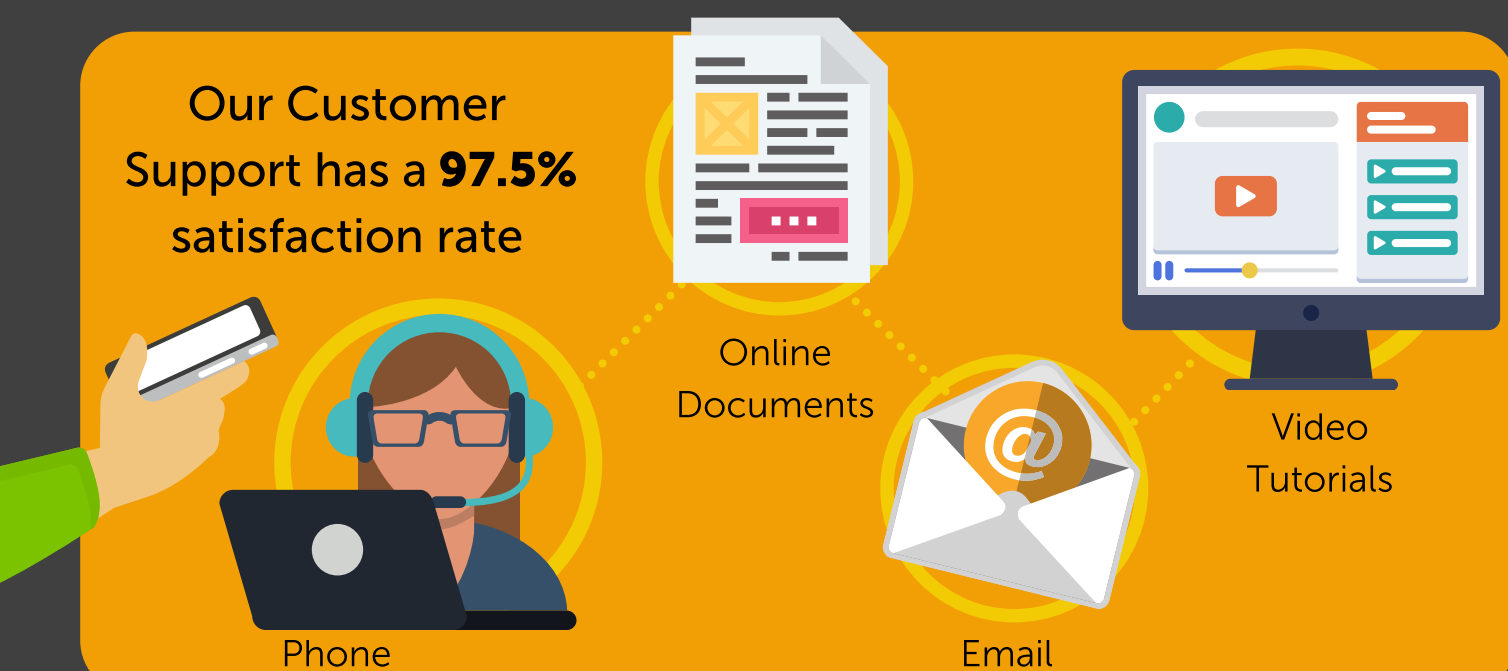


BrightPay has maintained a **99%** customer satisfaction rate for the last **7 years**



98.8% of new BrightPay users said the software was **easy to use**

Our Customer Support has a **97.5%** satisfaction rate



Our Net Promoter Score (NPS) of **74** puts us in the **top quartile** for software and apps

Industry Benchmark

BrightPay's NPS

30

74

Needs Improvement
(-100 - 0)

Good
(0 - 30)

Great
(30 - 70)

Excellent
(70 - 100)

At least **9/10** of our customers will renew their BrightPay licence next year

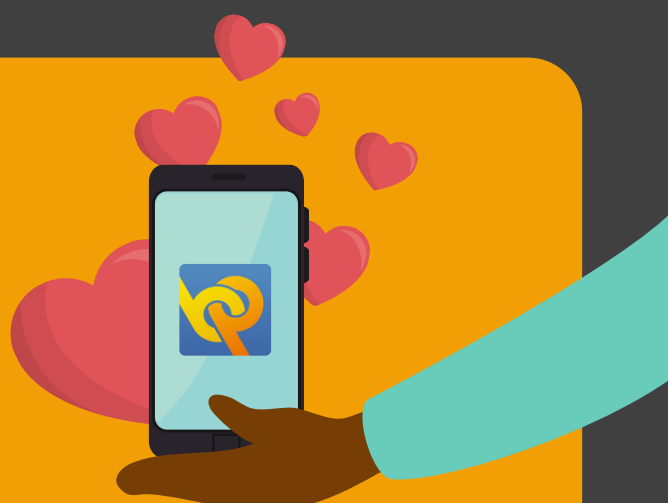


98.4% of customers love the **automatic cloud backup** with BrightPay Connect

99% of customers were satisfied with **our handling of COVID-19** thanks to our..



98.7% of customers say they **save time and money** with BrightPay



99.1% of customers love our **employee self-service app**

Book a demo today to find out why so many customers love BrightPay

