

2015

Client Satisfaction Survey



Kapusta Financial Group

In Partnership with KAPP Communications

May – June 2015

Executive Summary

The survey was conducted for 180 clients of Kapusta Financial Group using two methods of distribution; mail and email (Survey Monkey). A hard copy of the survey was mailed to 28 clients, while the email survey was electronically sent to 152 clients. The survey was segmented and sent to 6 separate categories of KFG clients. Two requests for participation were made for hard copy respondents - the initial request and a follow-up letter urging participation during May and June 2015. Three requests for participation were made for email respondents - the initial request, a follow-up request, and a last call request urging participation during May and June 2015. 111 survey responses were received representing a 61.6% response rate.

SATISFACTION:

The survey results indicate that an overwhelming number of clients are satisfied with the services provided by KFG.

- **Overall Satisfaction:** 99% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied with KFG over the past year.
- **Valued Client:** 98% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied when it comes to KFG treating them as a 'valued' client.
- **KFG Knowledge and Experience:** 99% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied when it comes to the fact that their financial advisor is knowledgeable and experienced in the financial services industry.
- **Understanding Financial Goals:** 97% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied that their advisor has a clear vision and understanding of their financial goals.
- **Meeting Financial Goals:** 94% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied that their portfolios are designed to meet their specific financial goals.
- **Meaningful Meetings:** 96% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied with 'meaningful' meetings with their advisor.
- **Fee for Services Provided:** 80% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied that the fee they pay for services to KFG is of value to clients.
- **Continue Using KFG:** When it comes to using KFG in the next year, 98% said they are either 'Extremely' or 'Very' Likely to use KFG's services again next year.

- **Clients Referring Others to KFG:** When it comes to referrals, 92% of respondents said they are either 'Extremely' or 'Very' Likely to refer one of their peers to KFG.

TRUSTWORTHY:

- 99% of respondents indicated that they are either 'Extremely' or 'Very' Satisfied that their financial advisor is 'trustworthy'.
- The word 'trustworthy' was one of the most frequently used responses when clients were asked to describe KFG's greatest strength.
- Clients also repeatedly used 'honesty' and 'integrity' in describing KFG.
- Clients also cited KFG's 'knowledge and expertise' and 'personal service and care' as KFG's top strengths.

CLIENT TEMPERAMENT:

In this time of economic uncertainty, how important is it to have your assets under management with a financial advisor?

- 95% of those who responded said it is 'Extremely' or 'Very' Important to have their assets managed with a financial advisor.
- 5% of those who responded said it is either 'Important' or 'Somewhat' Important to have their assets managed with a financial advisor.
- Only 1% responded 'Not Important'.

During these challenging times, what best describes your "investment temperament" with respect to your portfolio under management?

- 75% said they rely completely on their financial advisor and accept their recommendations.
- 24% said they follow markets somewhat and like to give input to their financial advisor.

How important is it that your financial advisor is a Certified Financial Planner (CFP), is federally regulated, and participates in mandatory continuing education?

- 99% of respondents said that it is either 'Extremely' or 'Very' Important to them.

- Only 1% said it was 'Important' to them.

CLIENT COMMUNICATION:

- **Explaining Complicated Concepts:** 95% of respondents said that they are either 'Extremely' or 'Very' Satisfied with KFG when it comes to explaining complicated investment concepts in an easy-to-understand manner.
- **Providing Regular Reports:** 97% of respondents said they are either 'Extremely' or 'Very' Satisfied with KFG providing regular investment reports.
- **Answering Their Questions:** 97% of respondents said they are either 'Extremely' or 'Very' Satisfied with KFG providing answers to their financial questions in a timely manner.

ENGAGING TECHNOLOGY:

Where do you get most of your financial news? (Check all that apply)

- 53% of respondents get their financial news from the TV.
- 42% of respondents get their financial news from the Print Newspaper.
- 39% of respondents get their financial news Online.
- 19% of respondents get their financial news from the Radio.
- 15% of respondents chose Other:
 - Kiplinger – Money
 - Magazines
 - Kapusta Newsletter
 - Family/friends
 - Financial advisor, Annual Reports

What financial issues are you most interested in and follow most closely? (Check all that apply)

- 76% of respondents are interested in Retirement Planning.
- 44% of respondents are interested in Financial Planning/Saving.
- 39% of respondents are interested in Taxes.
- 37% of respondents are interested in Social Security.

- 23% of respondents are interested in U.S. Stock Markets.
- 18% of respondents are interested in Estate Planning.
- 5% of respondents are interested in College Education.

Which of the following devices do you use to connect to the internet? (Check all that apply)

- 55% of respondents connect to the internet via Laptop Computer.
- 53% of respondents connect to the internet via Desktop.
- 45% of respondents connect to the internet via Smart phone.
- 40% of respondents connect to the internet via Tablet/iPad.

SOCIAL MEDIA:

Which of the following social media sites do you currently have an account with? (Check all that apply)

- 44% of respondents have an account with Facebook.
- 37% of respondents have an account with Google+.
- 32% of respondents have an account with LinkedIn.
- 15% of respondents have an account with YouTube.
- 6% of respondents have an account with Twitter.

In a typical week, which of the following social media sites do you use most often? (Check all that apply)

- 36% of respondents use Facebook most often.
- 30% of respondents use Google+ most often.
- 12% use LinkedIn most often.
- 7% use YouTube.
- 3% use Twitter.

In a typical week, how likely are you to use social media sites?

- 33% of respondents are either 'Extremely' or 'Very' Likely to use social media during a typical week.
- 18% of respondents said they are 'Somewhat' Likely to use social media during a typical week.
- 28% said they are 'Not' Likely to use social media during a typical week.

How likely would you be to follow Kapusta Financial Group on social media sites if they posted current news posts and blogs?

- 28% of respondents said that they are either 'Extremely' or 'Very' Likely to follow KFG on social media if they posted news and blog articles.
- 20% of respondents said they are 'Somewhat' Likely to follow KFG on social media.
- 40% of respondents said they are 'Not' Likely to follow KFG on social media.

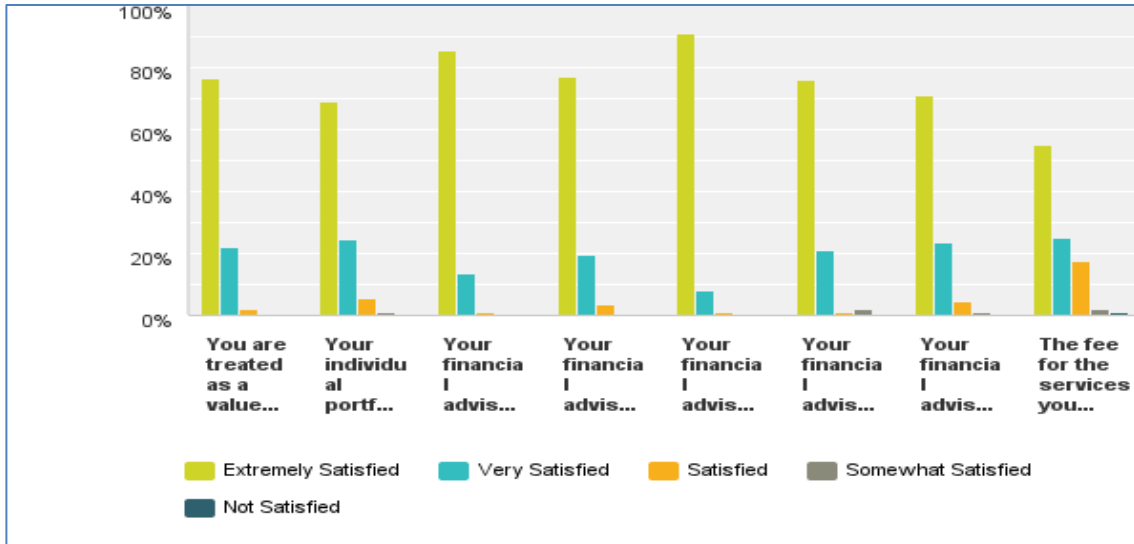
What questions/topics would you like Kapusta Financial Group to address in future blog postings?

- 19% of the respondents provided the following suggestions:
 - Estate planning
 - Financial Planning
 - Retirement
 - Market News/Fed News
 - Effect of major world finance players, political decisions in U.S. on our markets
 - Opinions and information about the stock and bond market
 - Current condition of the national and world economy
 - Energy

Please rate how well you think Kapusta Financial Group performs
in the following areas:

Answered: 110

Skipped: 1



Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>You are treated as a valued client</i>														
Extremely Satisfied	84.0%	21	85.2%	23	68.0%	17	71.4%	5	83.3%	5	65.0%	13	76.4%	84
Very Satisfied	16.0%	4	11.1%	3	28.0%	7	28.6%	2	16.7%	1	35.0%	7	21.8%	24
Satisfied	0.0%	0	3.7%	1	4.0%	1	0.0%	0	0.0%	0	0.0%	0	1.8%	2
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
<i>Your individual portfolio(s) is designed to meet your specific financial goals</i>														
Extremely Satisfied	64.0%	16	77.8%	21	64.0%	16	57.1%	4	100.0%	6	65.0%	13	69.1%	76
Very Satisfied	36.0%	9	18.5%	5	20.0%	5	28.6%	2	0.0%	0	30.0%	6	24.6%	27
Satisfied	0.0%	0	3.7%	1	16.0%	4	0.0%	0	0.0%	0	5.0%	1	5.5%	6
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	14.3%	1	0.0%	0	0.0%	0	0.9%	1
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0

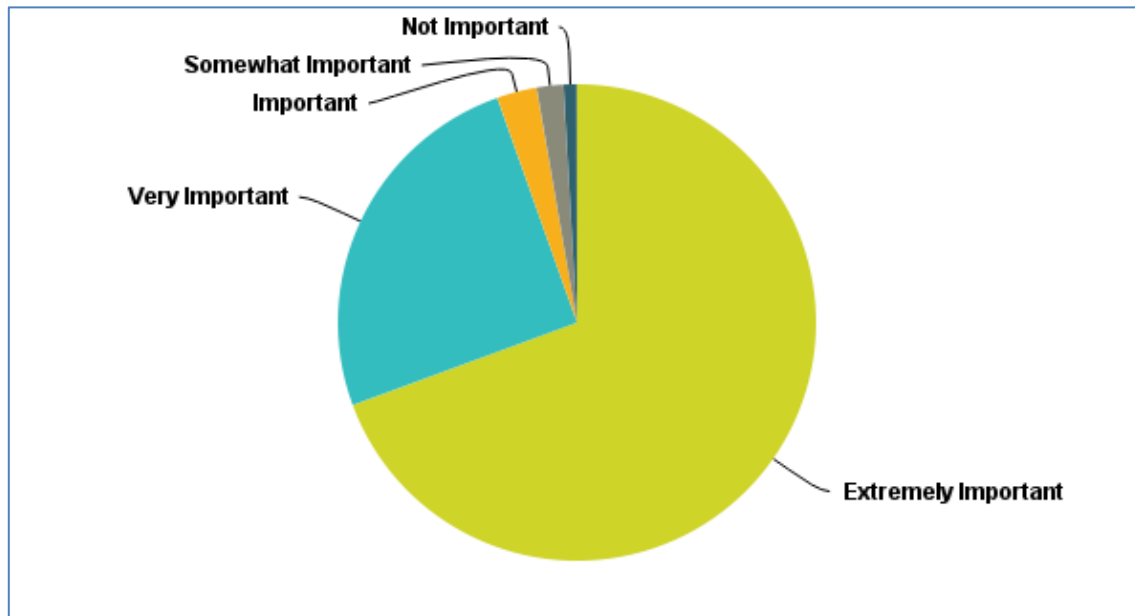
Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>Your financial advisor is knowledgeable and experienced in the financial services industry</i>														
Extremely Satisfied	88.0%	22	88.9%	24	80.0%	20	85.7%	6	100.0%	6	80.0%	16	85.5%	94
Very Satisfied	12.0%	3	11.1%	3	16.0%	4	14.3%	1	0.0%	0	20.0%	4	13.6%	15
Satisfied	0.0%	0	0.0%	0	4.0%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
<i>Your financial advisor is proactive</i>														
Extremely Satisfied	64.0%	16	77.8%	21	76.0%	19	85.7%	6	83.3%	5	89.5%	17	77.1%	84
Very Satisfied	32.0%	8	18.5%	5	20.0%	5	14.3%	1	16.7%	1	5.3%	1	19.3%	21
Satisfied	4.0%	1	3.7%	1	4.0%	1	0.0%	0	0.0%	0	5.3%	1	3.7%	4
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
<i>Your financial advisor is trustworthy</i>														
Extremely Satisfied	92.0%	23	96.3%	26	84.0%	21	85.7%	6	100.0%	6	90.0%	18	90.9%	100
Very Satisfied	8.0%	2	3.7%	1	12.0%	3	14.3%	1	0.0%	0	10.0%	2	8.2%	9
Satisfied	0.0%	0	0.0%	0	4.0%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
<i>Your financial advisor has a clear vision and understanding of your financial goals</i>														
Extremely Satisfied	72.0%	18	85.2%	23	70.8%	17	71.4%	5	100.0%	6	70.0%	14	76.2%	83
Very Satisfied	28.0%	7	11.1%	3	25.0%	6	28.6%	2	0.0%	0	25.0%	5	21.1%	23
Satisfied	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1
Somewhat Satisfied	0.0%	0	0.0%	0	4.2%	1	0.0%	0	0.0%	0	5.0%	1	1.8%	2
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0

Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>Your financial advisor explains complicated investment concepts in an easy-to-understand manner</i>														
Extremely Satisfied	72.0%	18	66.7%	18	76.0%	19	71.4%	5	100.0%	6	60.0%	12	70.9%	78
Very Satisfied	20.0%	5	25.9%	7	16.0%	4	28.6%	2	0.0%	0	40.0%	8	23.6%	26
Satisfied	4.0%	1	7.4%	2	8.0%	2	0.0%	0	0.0%	0	0.0%	0	4.6%	5
Somewhat Satisfied	4.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	5.0%	0	0.9%	1
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
<i>The fee for the services you receive is of value</i>														
Extremely Satisfied	54.2%	13	48.2%	13	52.0%	13	85.7%	6	83.3%	5	50.0%	10	55.1%	60
Very Satisfied	16.7%	4	37.0%	10	32.0%	8	0.0%	0	0.0%	0	25.0%	5	24.8%	27
Satisfied	25.0%	6	11.1%	3	12.0%	3	14.3%	1	16.7%	1	25.0%	5	17.4%	19
Somewhat Satisfied	4.2%	1	0.0%	0	4.0%	1	0.0%	0	0.0%	0	5.0%	0	1.8%	2
Not Satisfied	0.0%	0	3.7%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1

In this time of economic uncertainty, how important is it to have your assets under management with a financial advisor?

Answered: 111

Skipped: 0

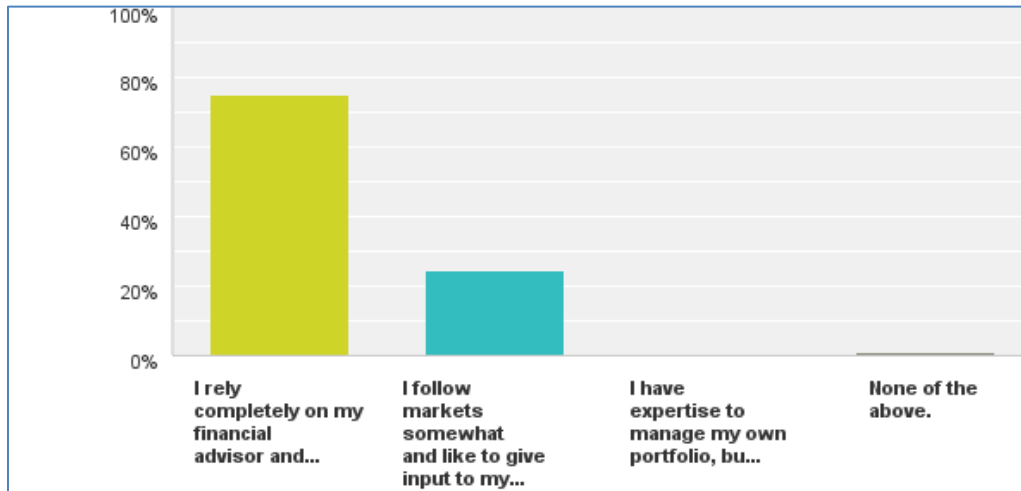


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>In this time of economic uncertainty, how important is it to have your assets under management with a financial advisor?</i>														
Extremely Important	73.1%	19	74.1%	20	68.0%	17	42.9%	3	66.7%	4	70.0%	14	69.4%	77
Very Important	26.9%	7	22.2%	6	32.0%	8	28.6%	2	16.7%	1	20.0%	4	25.2%	28
Important	0.0%	0	0.0%	0	0.0%	0	0.0%	0	16.7%	1	10.0%	2	2.7%	3
Somewhat Important	0.0%	0	3.7%	1	0.0%	0	14.3%	1	0.0%	0	0.0%	0	1.8%	2
Not Important	0.0%	0	0.0%	0	0.0%	0	14.3%	1	0.0%	0	0.0%	0	0.9%	1

During these challenging times, what best describes your “investment temperament” with respect to your portfolio under management?

Answered: 111

Skipped: 0

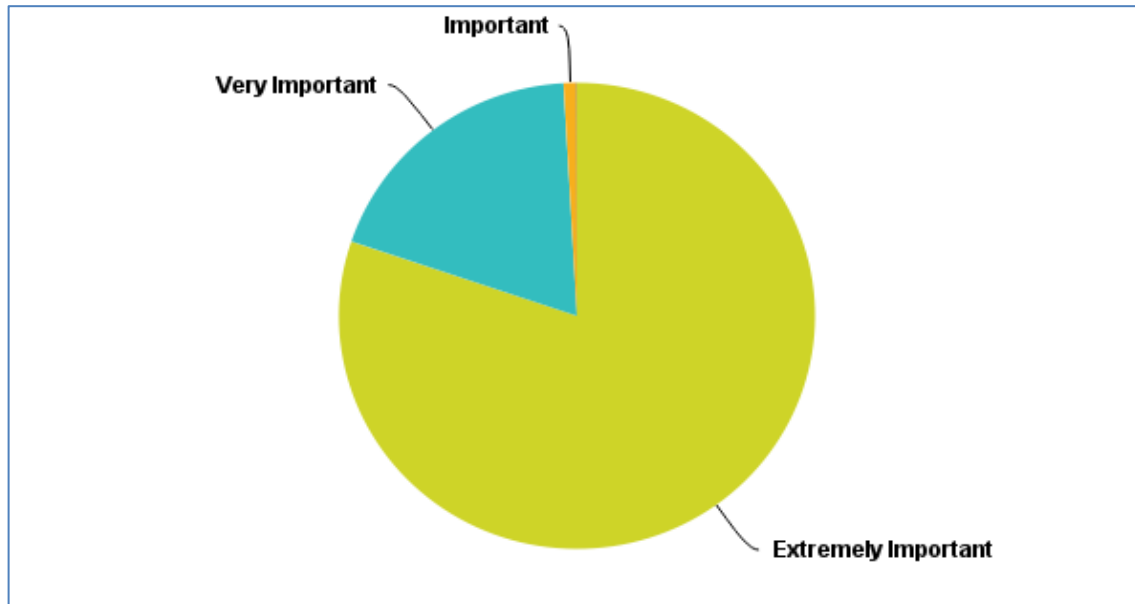


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
During these challenging times, what best describes your "investment temperament" with respect to your portfolio under management?														
I rely completely on my financial advisor and accept recommendations	57.7%	15	63.0%	17	88.0%	22	85.7%	6	66.7%	4	95.0%	19	74.8%	83
I follow markets somewhat and like to give my input to my financial advisor	38.5%	10	37.0%	10	12.0%	3	14.3%	1	33.3%	2	5.0%	1	24.3%	27
I have expertise to manage my own portfolio, but lack the time	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
None of the above	3.9%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.9%	1

How important is it that your financial advisor is a Certified Financial Planner (CFP), is federally regulated, and participates in mandatory continuing education?

Answered: 111

Skipped: 0

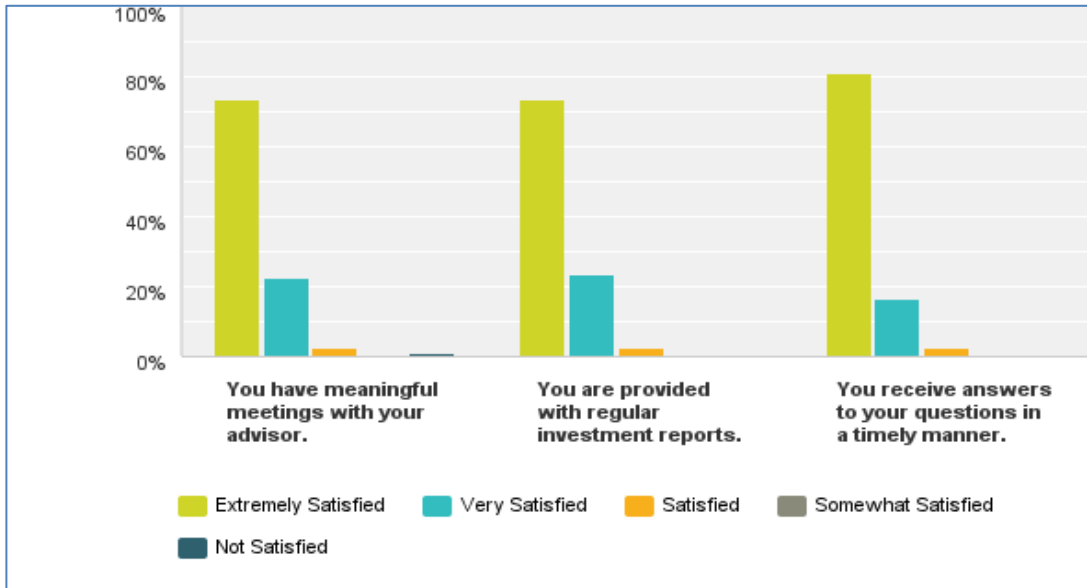


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>How important is it that your financial advisor is a Certified Financial Planner (CFP), is federally regulated, and participates in mandatory continuing education?</i>														
Extremely Important	84.6%	22	88.9%	24	68.0%	17	57.1%	4	100.0%	6	80.0%	16	80.2%	89
Very Important	15.4%	4	11.1%	3	28.0%	7	42.9%	3	0.0%	0	20.0%	4	18.9%	21
Important	0.0%	0	0.0%	0	4.0%	1	0.0%	0	0.0%	0	0.0%	0	0.9%	1
Somewhat Important	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Important	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0

Please rate how Kapusta Financial Group performs in these areas:

Answered: 110

Skipped: 1



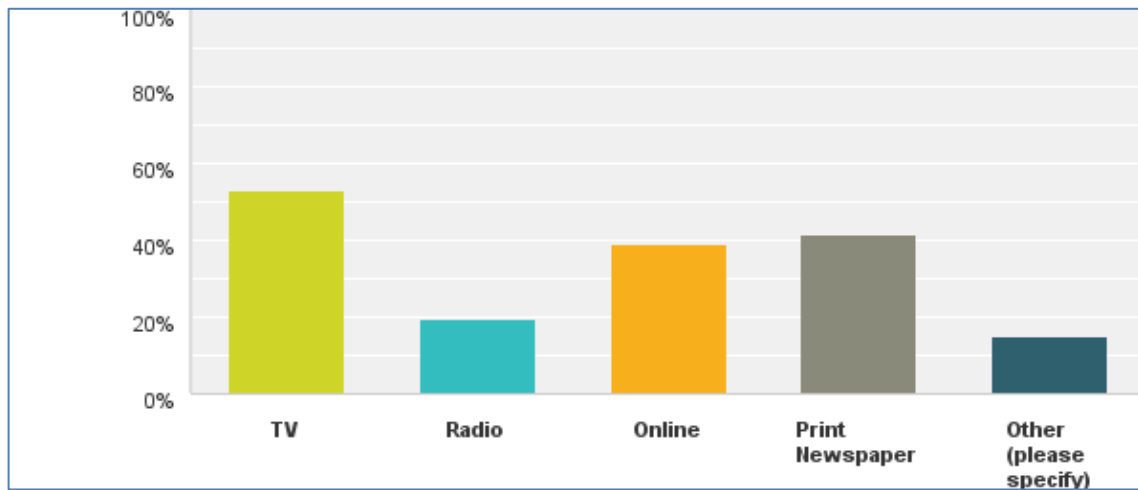
Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>You have meaningful meetings with your advisor</i>														
Extremely Satisfied	76.0%	19	85.2%	23	68.0%	17	28.6%	2	83.3%	5	75.0%	15	73.6%	81
Very Satisfied	24.0%	6	14.8%	4	28.0%	7	57.1%	4	16.7%	1	15.0%	3	22.7%	25
Satisfied	0.0%	0	0.0%	0	4.0%	1	14.3%	1	0.0%	0	5.0%	1	2.7%	3
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	5.0%	1	0.9%	1
<i>You are provided with regular investment reports</i>														
Extremely Satisfied	76.0%	19	81.5%	22	72.0%	18	42.9%	3	66.7%	4	75.0%	15	73.6%	81
Very Satisfied	24.0%	6	18.5%	5	24.0%	6	57.1%	4	33.3%	2	15.0%	3	23.6%	26
Satisfied	0.0%	0	0.0%	0	4.0%	1	0.0%	0	0.0%	0	10.0%	2	2.7%	3
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0

Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>You receive answers to your questions in a timely manner</i>														
Extremely Satisfied	92.0%	23	81.5%	22	76.0%	19	71.4%	5	83.3%	5	75.0%	15	80.9%	89
Very Satisfied	8.0%	2	18.5%	5	20.0%	5	28.6%	2	16.7%	1	15.0%	3	16.4%	18
Satisfied	0.0%	0	0.0%	0	4.0%	1	0.0%	0	0.0%	0	10.0%	2	2.7%	3
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0

Where do you get most of your financial news? (Check all that apply)

Answered: 108

Skipped: 3

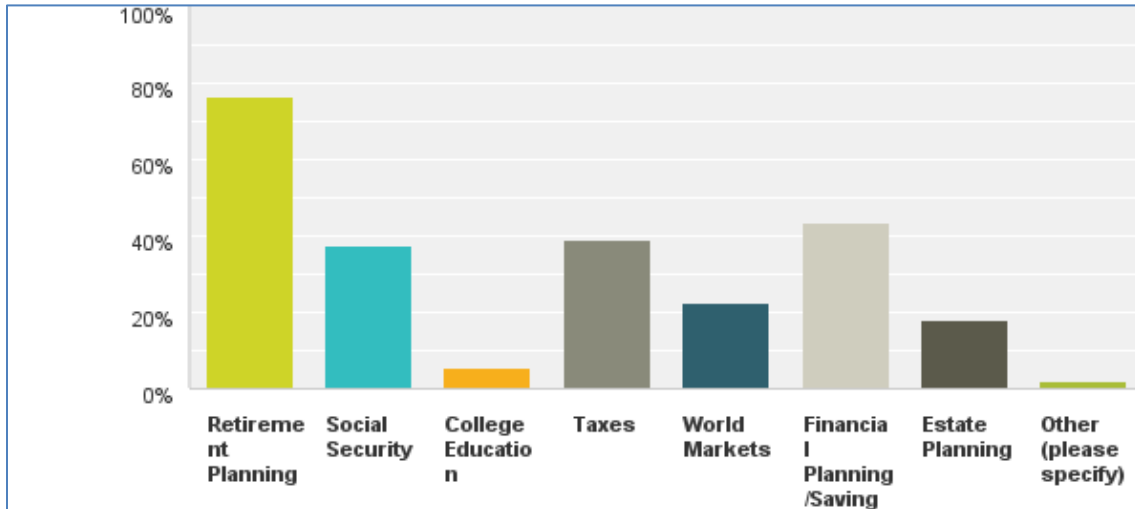


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>Where do you get most of your financial news? (Check all that apply)</i>														
TV	50.0%	13	57.7%	15	41.7%	10	42.9%	3	66.7%	4	63.2%	12	52.8%	57
Radio	19.2%	5	19.2%	5	16.7%	4	28.6%	2	0.0%	0	26.3%	5	19.4%	21
Online	53.9%	14	46.2%	12	45.8%	11	28.6%	2	50.0%	3	0.0%	0	38.9%	42
Print Newspaper	57.7%	15	30.8%	8	41.7%	10	14.3%	1	33.3%	2	47.4%	9	41.7%	45
Other (Please specify)	11.5%	3	7.7%	2	16.7%	4	14.3%	1	16.7%	1	26.3%	5	14.8%	16

What financial issues are you most interested in and follow most closely? (Check all that apply)

Answered: 110

Skipped: 1

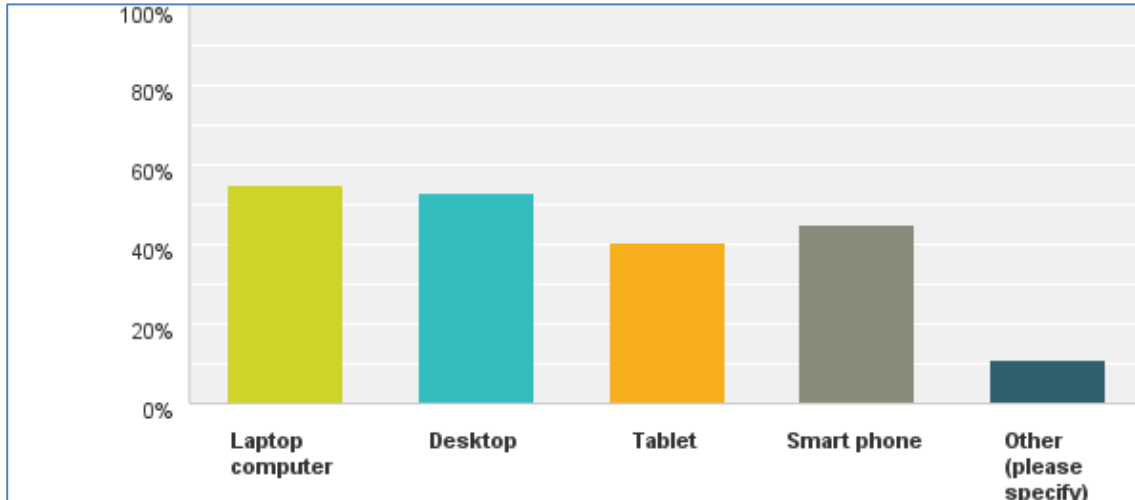


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
What financial issues are you most interested in and follow most closely? (Check all that apply)														
Retirement Planning	76.9%	20	77.8%	21	88.0%	22	71.4%	5	66.7%	4	63.2%	12	76.4%	84
Social Security	34.6%	9	44.4%	12	16.0%	4	85.7%	6	16.7%	1	47.4%	9	37.3%	41
College Education	7.7%	2	3.7%	1	4.0%	1	0.0%	0	33.3%	2	0.0%	0	5.5%	6
Taxes	50.0%	13	44.4%	12	32.0%	8	42.9%	3	16.7%	1	31.6%	6	39.1%	43
U.S. Stock Markets	30.8%	8	22.2%	6	20.0%	5	0.0%	0	33.3%	2	21.1%	4	22.7%	25
Financial Planning/Saving	61.5%	16	40.7%	11	32.0%	8	42.9%	3	50.0%	3	36.8%	7	43.6%	48
Estate Planning	30.8%	8	22.2%	6	8.0%	2	14.3%	1	0.0%	0	15.8%	3	18.2%	20
Other (please specify)	3.9%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	0	5.3%	1	1.8%	2

Which of the following devices do you use to connect to the internet? (Check all that apply)

Answered: 109

Skipped: 2

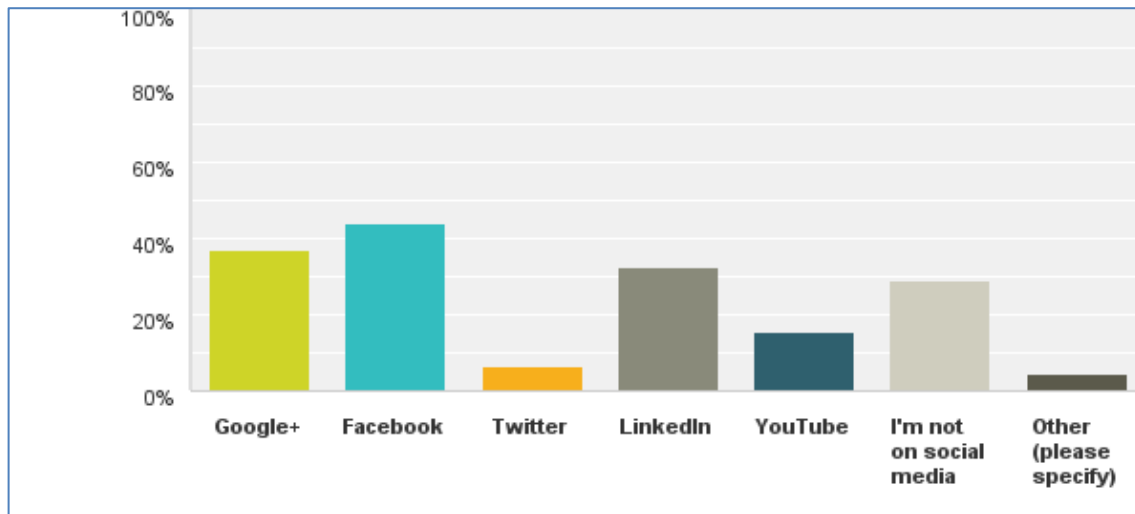


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>Which of the following devices do you use to connect to the internet? (Check all that apply)</i>														
Laptop computer	76.9%	20	59.3%	16	48.0%	12	71.4%	5	50.0%	3	22.2%	4	55.1%	60
Desktop	69.2%	18	55.6%	15	56.0%	14	57.1%	4	66.7%	4	16.7%	3	53.2%	58
Tablet	53.9%	14	55.6%	15	40.0%	10	14.3%	1	16.7%	1	16.7%	3	40.4%	44
Smart phone	69.2%	18	55.6%	15	40.0%	10	42.9%	3	33.3%	2	5.6%	1	45.0%	49
Other (please specify)	3.9%	1	0.0%	0	4.0%	1	0.0%	0	0.0%	0	55.6%	10	11.0%	12

Which of the following social media sites do you currently have an account with? (Check all that apply)

Answered: 111

Skipped: 0

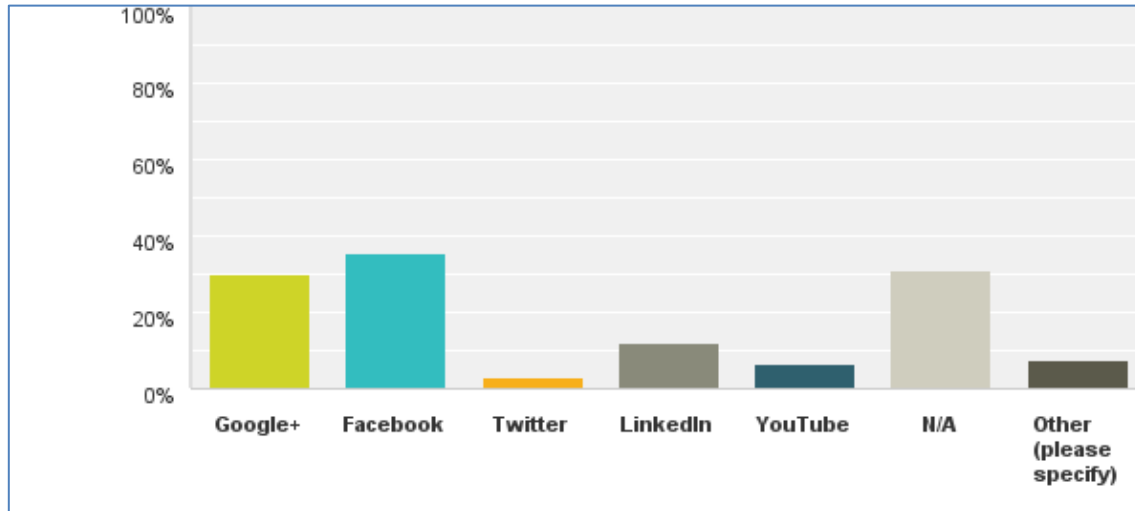


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>Which of the following social media sites do you currently have an account with? (Check all that apply)</i>														
Google+	50.0%	13	40.7%	11	32.0%	8	42.9%	3	33.3%	2	20.0%	4	36.9%	41
Facebook	34.6%	9	63.0%	17	52.0%	13	42.9%	3	50.0%	3	20.0%	4	44.1%	49
Twitter	3.9%	1	11.1%	3	8.0%	2	14.3%	1	0.0%	0	0.0%	0	6.3%	7
LinkedIn	53.9%	14	40.7%	11	28.0%	7	14.3%	1	33.3%	2	5.0%	1	32.4%	36
YouTube	23.1%	6	14.8%	4	20.0%	5	14.3%	1	0.0%	0	5.0%	1	15.3%	17
I'm not on social media	23.1%	6	14.8%	4	36.0%	9	28.6%	2	33.3%	2	45.0%	9	28.8%	32
Other (please specify)	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	25.0%	5	4.5%	5

In a typical week, which of the following social media sites do you use most often? (Check all that apply)

Answered: 107

Skipped: 4

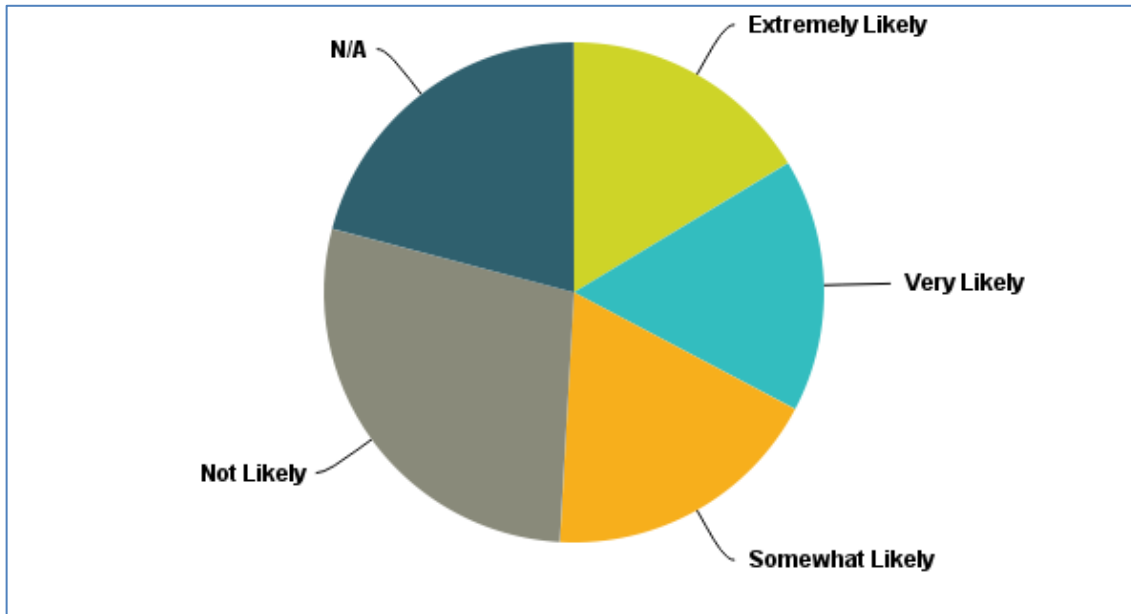


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>In a typical week, which of the following social media sites do you use most often? (Check all that apply)</i>														
Google+	42.3%	11	22.2%	6	33.3%	7	28.6%	2	33.3%	2	20.0%	4	29.9%	32
Facebook	23.1%	6	59.3%	16	42.9%	9	28.6%	2	33.3%	2	15.0%	3	35.5%	38
Twitter	3.9%	1	0.0%	0	4.8%	1	14.3%	1	0.0%	0	0.0%	0	2.8%	3
LinkedIn	23.1%	6	14.8%	4	4.8%	1	14.3%	1	16.7%	1	0.0%	0	12.2%	13
YouTube	7.7%	2	3.7%	1	14.3%	3	14.3%	1	0.0%	0	0.0%	0	6.5%	7
N/A	26.9%	7	14.8%	4	33.3%	7	28.6%	2	50.0%	3	50.0%	10	30.8%	33
Other (please specify)	7.7%	2	7.4%	2	0.0%	0	0.0%	0	0.0%	0	20.0%	4	7.5%	8

In a typical week, how likely are you to use social media sites?

Answered: 110

Skipped: 1

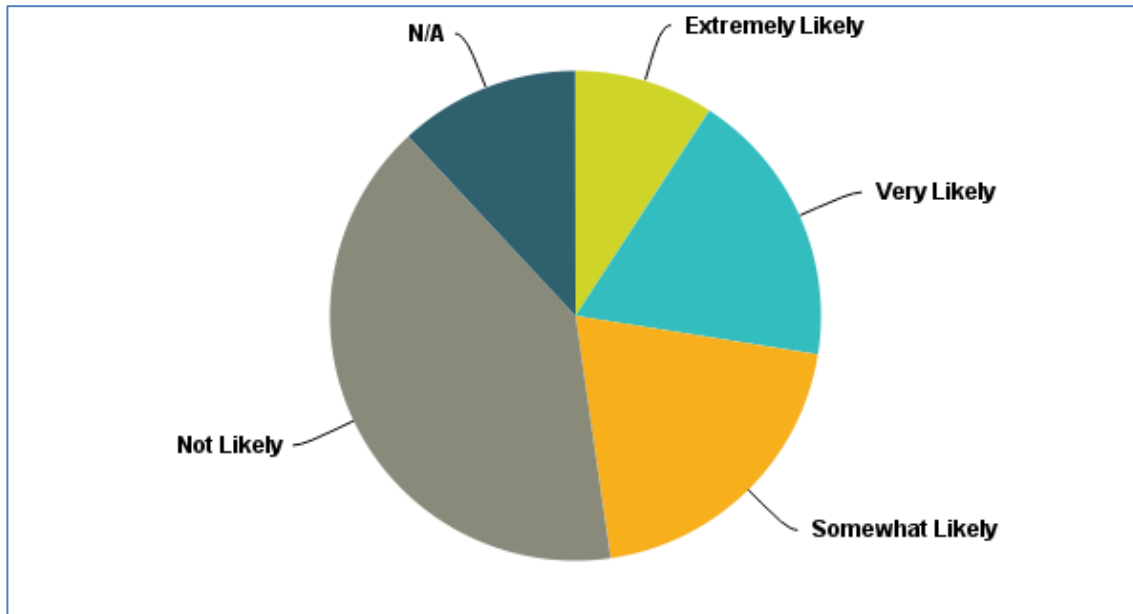


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>In a typical week, how likely are you to use social media sites?</i>														
Extremely Likely	23.1%	6	22.2%	6	20.8%	5	0.0%	0	0.0%	0	5.0%	1	16.4%	18
Very Likely	11.5%	3	11.1%	3	12.5%	3	42.9%	3	50.0%	3	15.0%	3	16.4%	18
Somewhat Likely	23.1%	6	37.0%	10	12.5%	3	0.0%	0	0.0%	0	5.0%	1	18.2%	20
Not Likely	26.9%	7	22.2%	6	37.5%	9	28.6%	2	16.7%	1	30.0%	6	28.2%	31
N/A	15.4%	4	7.4%	2	16.7%	4	28.6%	2	33.3%	2	45.0%	9	20.9%	23

How likely would you be to follow Kapusta Financial Group on social media sites if they posted current news and blogs?

Answered: 109

Skipped: 2

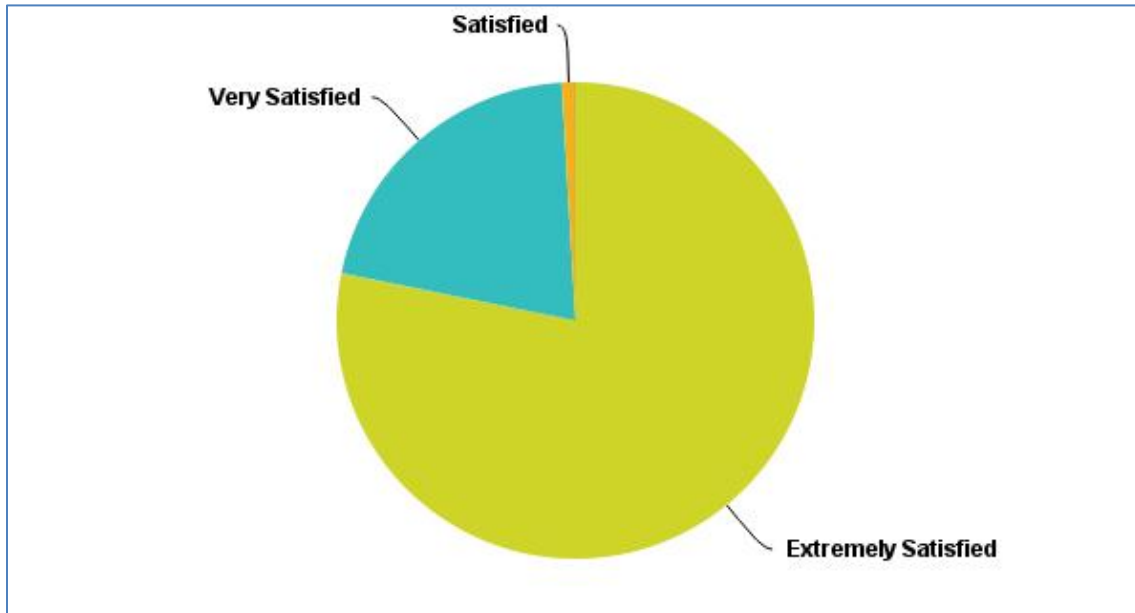


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
<i>How likely would you be to follow Kapusta Financial Group on social media if they posted current news posts and blogs?</i>														
Extremely Likely	7.7%	2	7.7%	2	16.0%	4	0.0%	0	16.7%	1	5.3%	1	9.2%	10
Very Likely	15.4%	4	26.9%	7	16.0%	4	28.6%	2	33.3%	2	5.3%	1	18.4%	20
Somewhat Likely	30.8%	8	11.5%	3	24.0%	6	42.9%	3	16.7%	1	5.3%	1	20.2%	22
Not Likely	42.3%	11	42.3%	11	44.0%	11	14.3%	1	16.7%	1	47.4%	9	40.4%	44
N/A	3.9%	1	11.5%	3	0.0%	0	14.3%	1	16.7%	1	36.8%	7	11.9%	13

Overall, how would you rate your satisfaction with Kapusta Financial Group over the last year?

Answered: 110

Skipped: 1

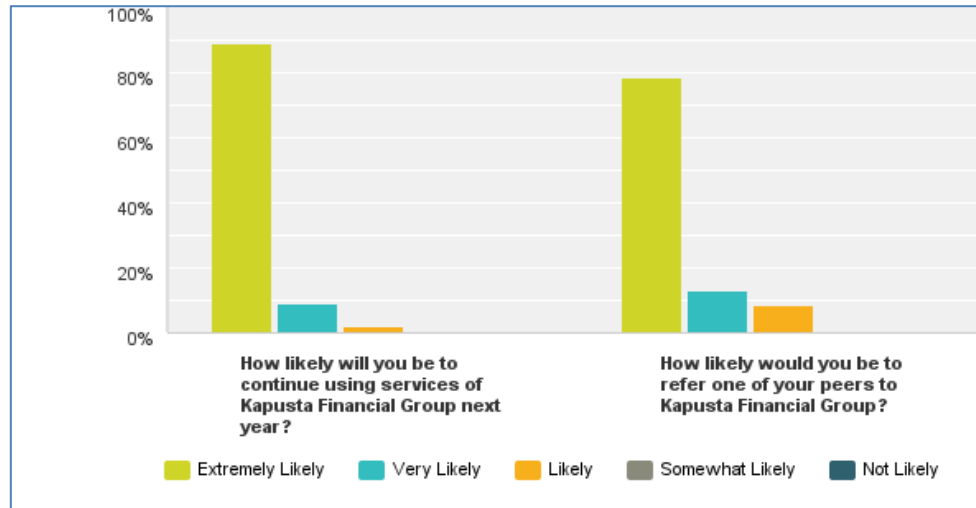


Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
Overall, how would you rate your satisfaction with Kapusta Financial Group over the last year?														
Extremely Satisfied	61.5%	16	88.5%	23	72.0%	18	85.7%	6	100.0%	6	85.0%	17	78.2%	86
Very Satisfied	38.5%	10	11.5%	3	28.0%	7	14.3%	1	0.0%	0	10.0%	2	20.9%	23
Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	5.0%	1	0.9%	1
Somewhat Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Satisfied	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0

Please rate how Kapusta Financial Group performs in these areas:

Answered: 109

Skipped: 2



Client	A		B		C		D		E		Manual		Total	
Percentage/Response	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.
How likely will you be to continue using services of Kapusta Financial Group next year?														
Extremely Likely	88.0%	22	92.3%	24	92.0%	23	85.7%	6	100.0%	6	80.0%	16	89.0%	97
Very Likely	12.0%	3	7.7%	2	8.0%	2	0.0%	0	0.0%	0	15.0%	3	9.2%	10
Likely	0.0%	0	0.0%	0	0.0%	0	14.3%	1	0.0%	0	5.0%	1	1.8%	2
Somewhat Likely	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Likely	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
How likely would you be to refer one of your peers to Kapusta Financial Group?														
Extremely Likely	66.7%	16	88.0%	22	83.3%	20	71.4%	5	100.0%	6	70.0%	14	78.3%	83
Very Likely	20.8%	5	8.0%	2	12.5%	3	28.6%	2	0.0%	0	10.0%	2	13.2%	14
Likely	12.5%	3	4.0%	1	4.2%	1	0.0%	0	0.0%	0	20.0%	4	8.5%	9
Somewhat Likely	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0
Not Likely	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0