



TX RX—Combilent Customer Satisfaction Survey

Angola, NY and Farum, Denmark, December 19, 2019 – TX RX—Combilent recently ran a customer satisfaction survey. Thank you for responding.

Your responses brought a couple new issues to our attention and confirmed some we are already working. In addition, your responses helped us see that while we have made improvements, we have not always effectively communicated that message.

The areas we are focusing on are delivery; quote and information request turn time; acknowledgements for request for information, quotes, and orders; service and repair; product innovation; distribution; and documentation.

If you would like additional information or would like to provide feedback, please contact one of us. Thank you for time and assistance in helping us improve.

Sincerely,

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