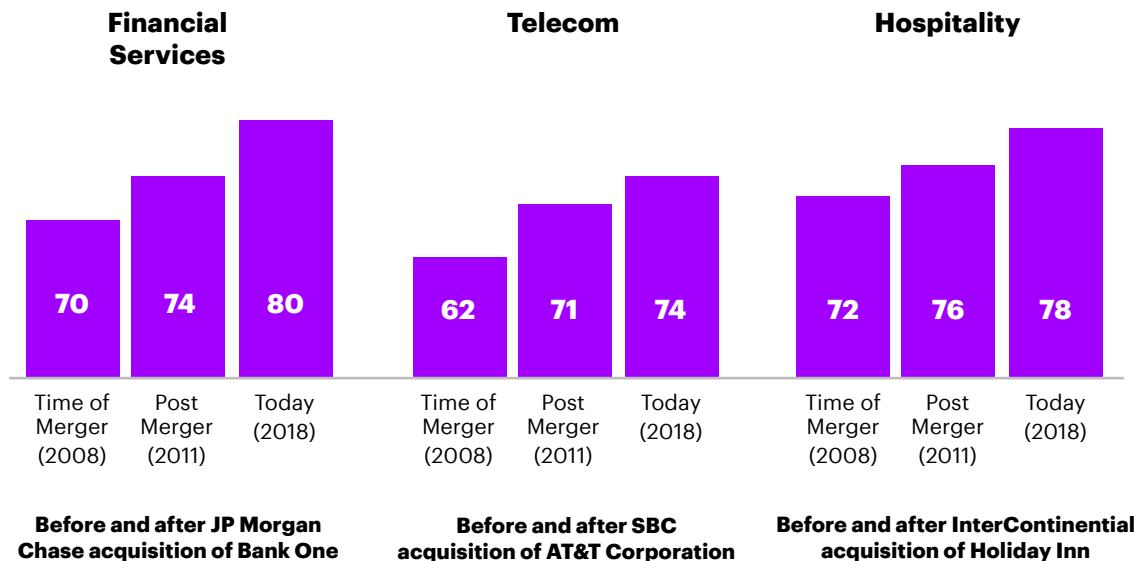


Industry peers using M&A as trigger to elevate customer satisfaction



Average customer satisfaction improved 3% from peak of M&A activity to today, across all companies in financial services, telecom, & hospitality.