

EXECUTIVE SUMMARY

XI. AENGEVELT CUSTOMER SURVEY Financial Year 2015

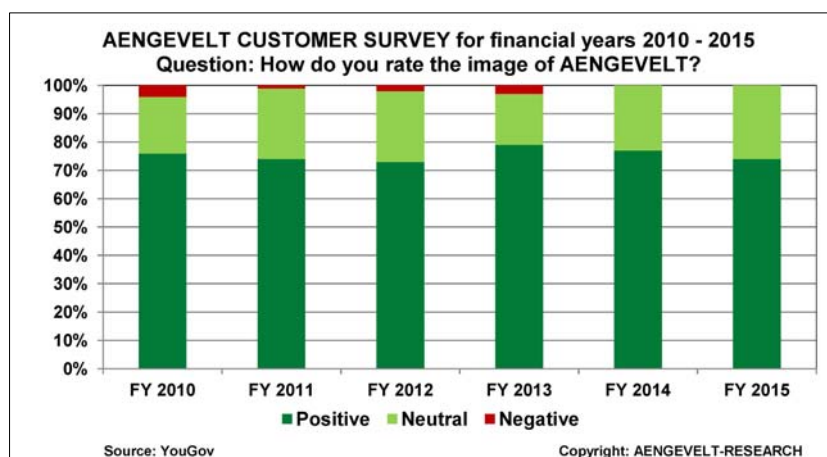
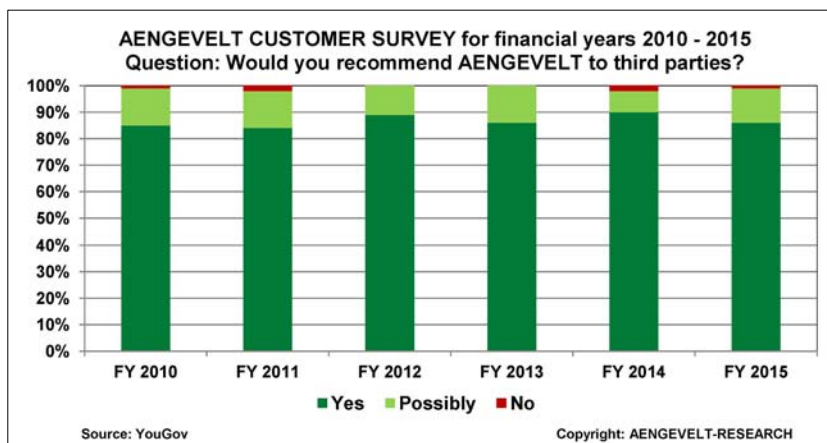
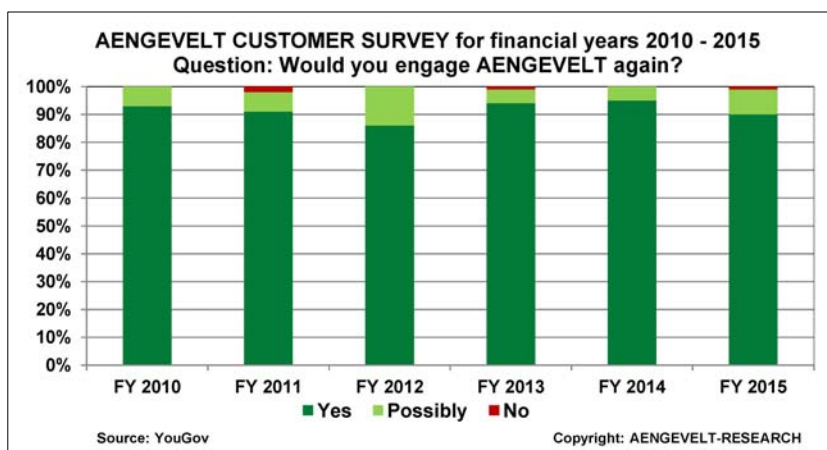
Spring 2016

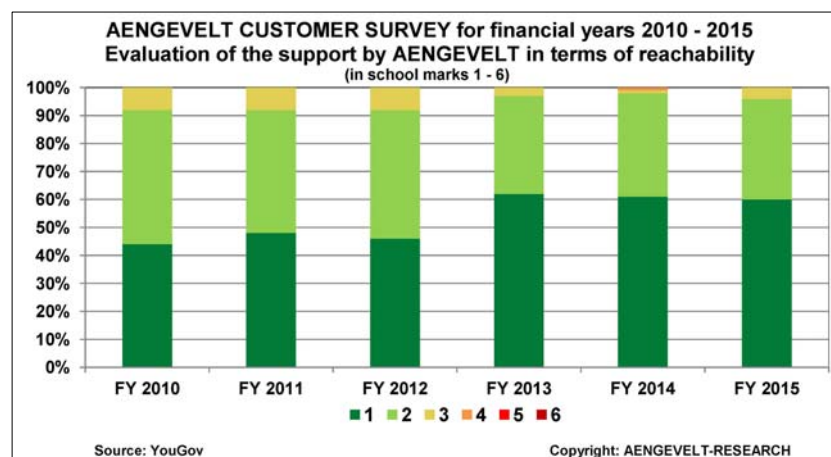
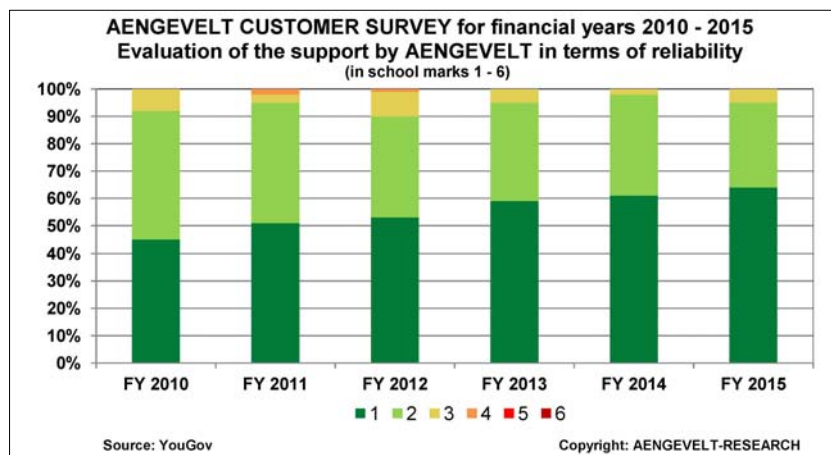
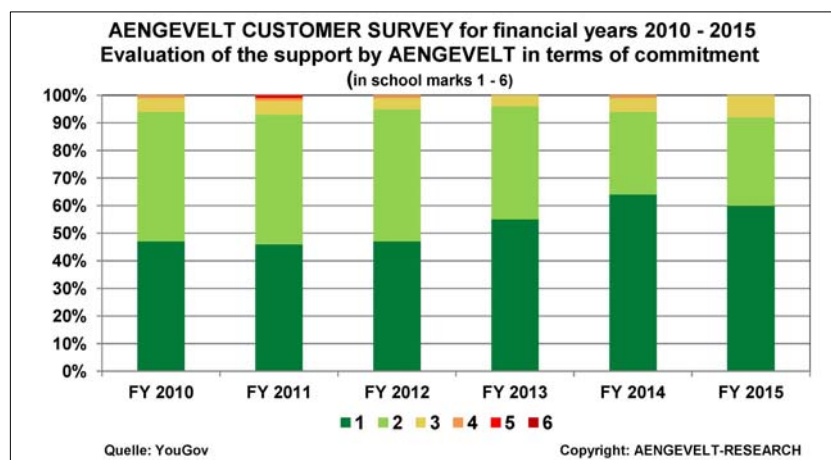
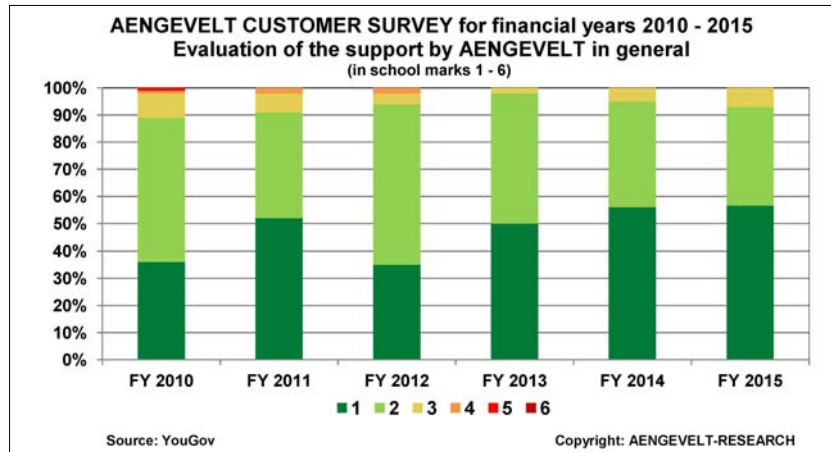
AENGEVELT CUSTOMER SURVEY

Most important results for financial years 2010 - 2015

At the start of 2016, the renowned Cologne research company “YouGov” conducted a survey for the 11th time on our customers’ satisfaction with our services, customer care, professional expertise and other details concerning our services. As in previous years, the latest survey was again sent to all customers who had done business with AENGEVELT in the calendar year 2015.

AENGEVELT is the first and only real estate consultant in Germany who applies this scheme. To allow you optimum opportunities for comparison with previous years, we have put the development of the key results together in a timeframe going back to financial year 2010.





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