

PvG Scores 100% in the 2021 Client Satisfaction Survey



Customer Satisfaction Survey Results 2021

NPS

100%

said they are likely to recommend ProView Global (PvG) to other organizations.

Ongoing Relationship Management



rating on our Account Managers' responsiveness and reliability

★★★★★
4.9

OVERALL SATISFACTION **100%**

79%  Extremely Satisfied
21%  Satisfied

EFFECTIVE COMMUNICATION **100%**

78% Extremely Satisfied

22% Satisfied



QUALITY OF DELIVERABLES **100%**

63%  Extremely Satisfied
37%  Satisfied

CONSISTENTLY RESPONSIVE **100%**

88%  Extremely Satisfied
12% Satisfied

Newport Beach, California Mar 28, 2022 ([IssueWire.com](https://www.issuewire.com)) - ProView Global (PvG), a pioneer and leading provider of global operations management offering U.S. employee benefits administration support and workspace design services, recently concluded its 2021 Client Satisfaction Survey with a 100% overall satisfaction rating. Seventy-nine percent of PvG's clients say that they are extremely satisfied with the services they received from PvG in 2021, while the remaining 21% also expressed their satisfaction.

Clients were asked to assess PvG's services in three key areas: communication, responsiveness, and quality of deliverables. PvG scored 100% in all three categories, garnering the highest satisfaction rating in responsiveness, with almost 90% of clients saying that they are extremely satisfied with PvG's timely and consistent responses to their needs and inquiries. Clients are also pleased with the quality of service they receive, with all clients giving PvG a rating of satisfied or higher in this category.

Overall, PvG enjoyed a 100% overall satisfaction rating from their clients in 2021, and all of PvG's clients said that they can confidently recommend PvG to other organizations. A snapshot of the results of the 2021 Client Satisfaction Survey may be seen on the right.

Clients also had these to say about PvG:

- "I can trust the PvG team to make me aware of inconsistencies or issues before they become problems. Very impressed with all of them".
- "We have been able to successfully augment our staffing model with PvG allowing us to meet our run-rate savings objectives two years in a row. PvG continues to meet or exceed our cycle times, delivering high-quality and timely deliverables. We don't ever consider PvG as a vendor or third party, they are an extension of our team/family!"
- "Our PvG team makes a huge difference. They are just as valuable to our organization as our onshore staff. Some of our most crucial tasks are entrusted to the PvG team because of how dependable and efficient they are".
- "The PvG team is very essential to our workflow and has made a substantial difference in the quality of deliverables we send to our clients".

"With the challenges caused by the pandemic lingering through 2021, it was critical for us to ensure we maintained our high standards of service. It has been a consistent year-over-year goal for PvG to be a trusted partner for our clients, so we are so pleased to learn that our client's overall experience with PvG continues to be extremely positive. I am very proud of our employees who are truly the ones behind these results", explained Michael Rivera, President, and COO of PvG.

About ProView Global (PvG)

ProView Global (PvG) offers global captive operations support and management services primarily for organizations in the insurance, brokerage, and employee benefits industries. For more information about PvG please visit our website at www.proviewglobal.com.

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