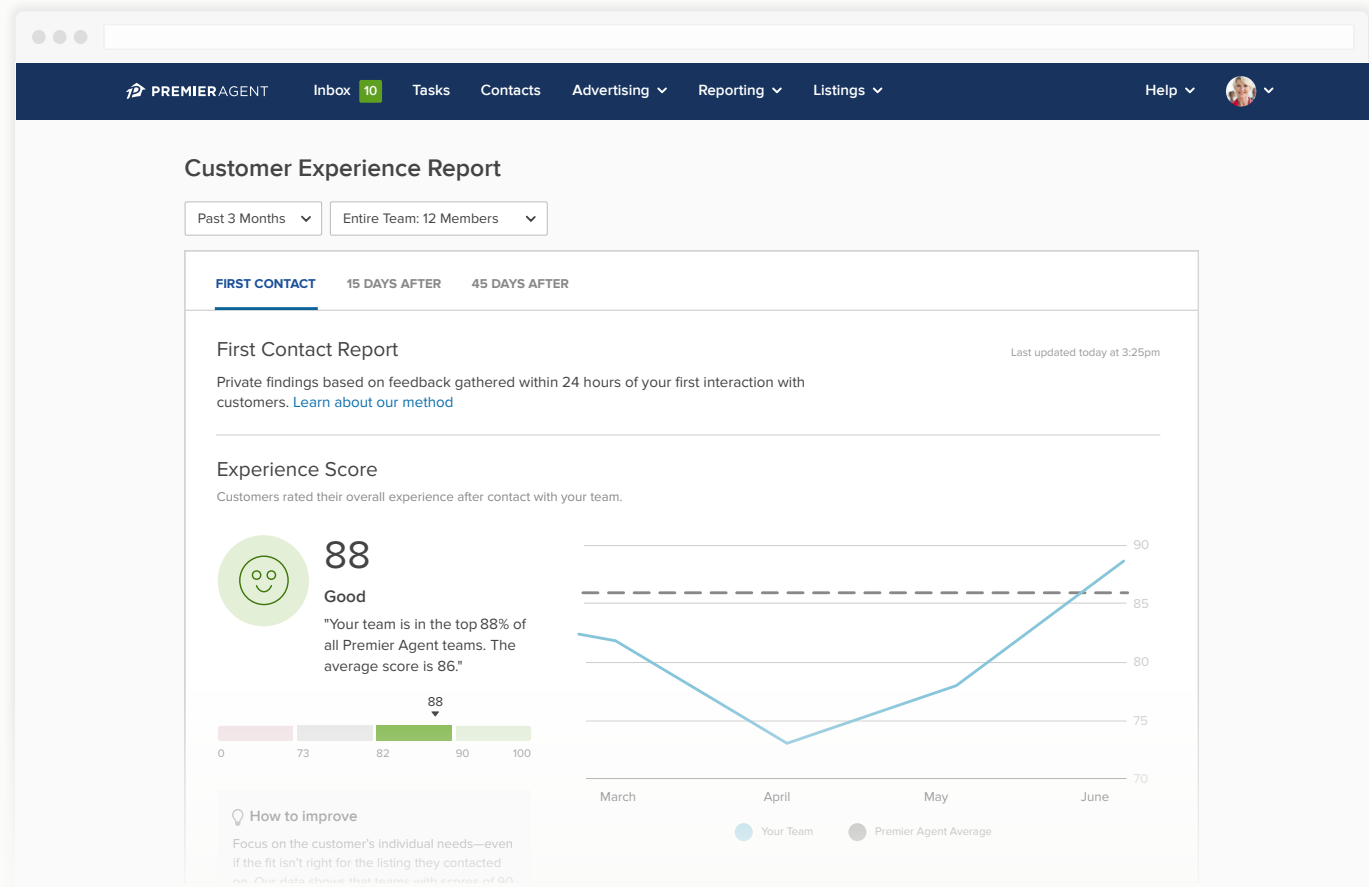


Harness the Power of Customer Feedback

Your new Customer Experience Report assembles direct customer feedback covering various aspects of their experience with you. These ratings give you deeper insight into your customer's experience, shared in a clean and digestible report. This allows you to learn where you're excelling and spot opportunities for growth and improvement.



The benefits of the Customer Experience Report

- Receive detailed feedback from customers.
- Track your performance and overall customer experience score.
- Get resources to hone your customer experience skills.

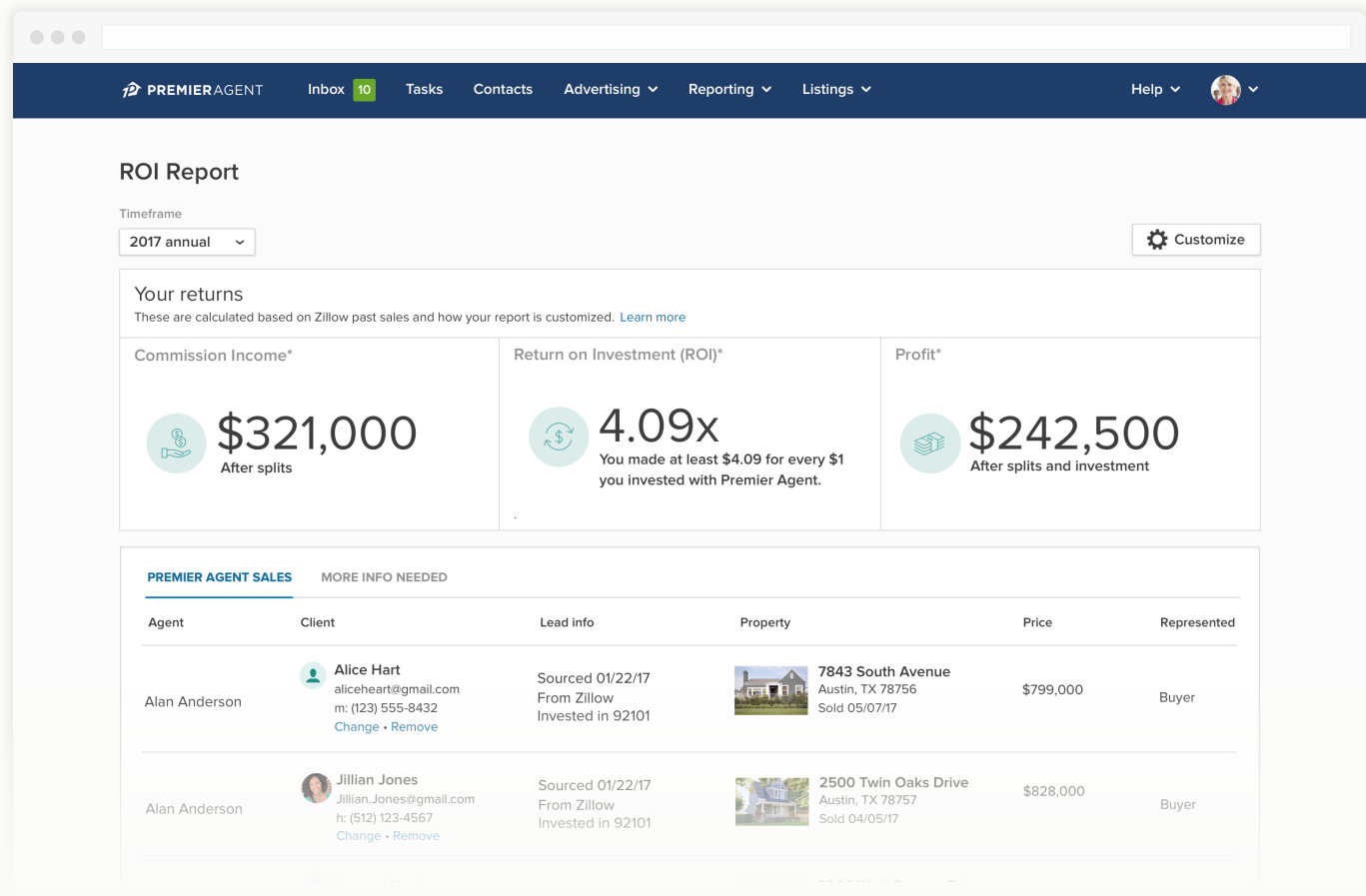
Where can I view my report?

- In the Premier Agent CRM on desktop, click on *Reporting* in the navigation and select *Customer Experience Report*.
- In the Premier Agent App for iOS tap on *More* to view the report; for Android tap on the menu and select *Customer Experience Report*.

Review your report and get more information from the Premier Agent Resource Center or your business consultant.

Know Your Numbers, Know Your Business

Your ROI (Return on Investment) Report is a new tool to help guide your investment decisions with Premier Agent. This report will help you track the performance of your investment and reduce guesswork.



The benefits of the ROI Report

We want you to have the knowledge and confidence to invest with us. With this report you'll know:

- Your current commission income after splits.
- Your overall return on investment.
- Your profit earned after splits and expenditures.
- How well your ZIP codes are working for you.

Where can I view my ROI Report?

- In the Premier Agent CRM on desktop, click on *Reporting* in the navigation and select *ROI Report*.
- In the Premier Agent App for iOS tap on *More* to view the report; for Android tap on the menu and select *ROI Report*.

Review your report and get more information from the Premier Agent Resource Center or your business consultant.