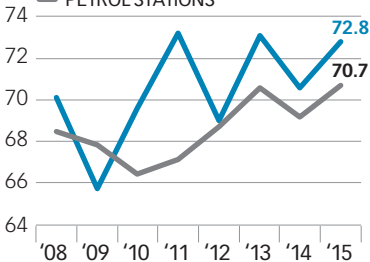


On the rise

Customer satisfaction

— MOTOR VEHICLES

— PETROL STATIONS



Petrol stations: top four touch-points

	2014	2015
Layout	7.58	7.65
Variety	7.47	7.64*
Courtesy	7.53	7.44
Payment process	7.58	7.68

* rating is significantly higher