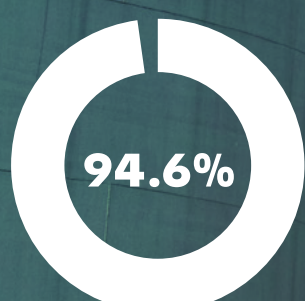




MABAStats

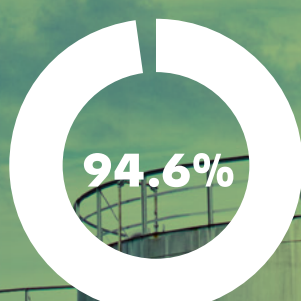
MABANAFT CUSTOMER SURVEY 2021

SERVICE



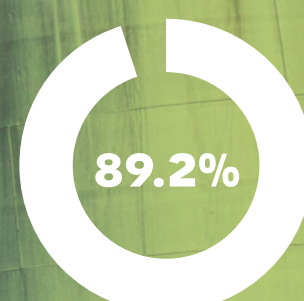
of our customers rate our customer service as good or excellent

ACCURACY



of our customers rate our accuracy of invoicing as good or excellent

SUPPLY



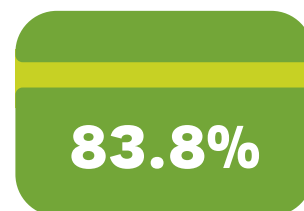
of our customers rate our continuity of supply as good or excellent



of our customers rate our advice and expertise as good or excellent



of our customers rate our staff as friendly and helpful



of our customers rate our flexible payment terms as good or excellent

PEOPLE RATING MABANAFT AS 'EXCELLENT' HAS INCREASED BY



Accuracy of invoices

+12.9%

Customer service

+13.1%

Continuity of supply

+8%



WHAT CUSTOMERS LIKE BEST ABOUT MABALIVE

- FAST ACCESS TO PRICING
- QUICK AND EASY TO USE



THE KEY BENEFITS OF ONLINE DEAL ADMINISTRATION AND REPORTING



Time saving



Ease of use



Visibility of account status

“ An excellent tool for us as it saves us time calling for prices etc..”

“ Simple instant access to the market and its changing position”

“ Immediate visibility of pricing and ability to order quickly and track orders placed ”