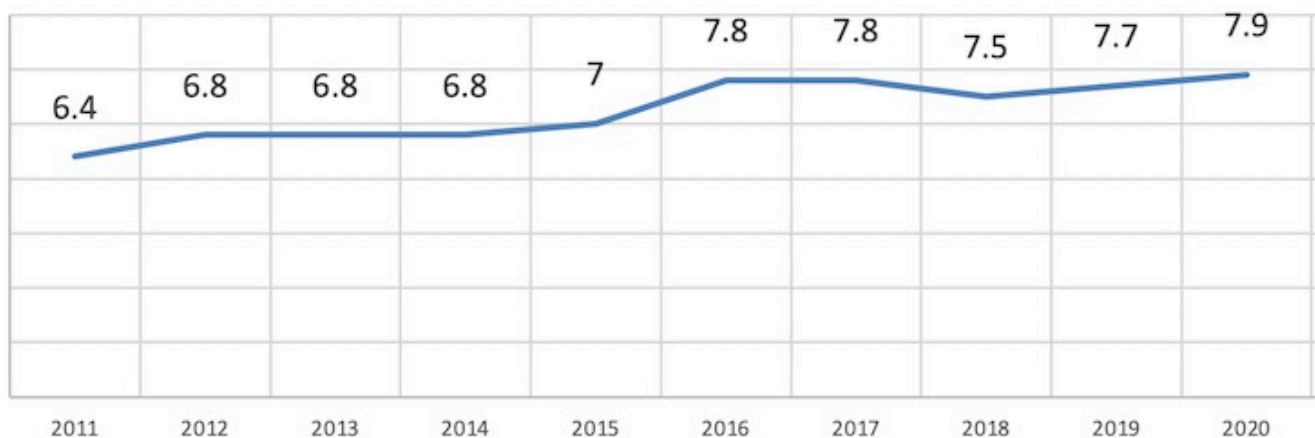


# 2020 Subscriber Trends: Service Highs

At RMLS™, we strive to consistently deliver high quality service and resources to our subscribers. Our annual satisfaction survey allows us to measure how successfully we've been in delivering high quality service while also providing a feedback loop to collect specific suggestions and concerns that subscribers have. This feedback helps to shape and direct the actions we plan for the future, creating a progressive system that allows us to continually improve both the technology and customer service that we offer you.

With that in mind, we'd like to highlight where we've made gains in the past year, including some new service high scores. According to the roughly 3,000 subscribers who participated in the 2020 Satisfaction Survey our Data Accuracy department achieved a new high score coming in at 7.9 (on a scale of 10). Data Accuracy helps to ensure the timeliness and accuracy of the listing content submitted to the MLS. Satisfaction with our Billing Services also achieved a new high, receiving an 8.5 score.

## Data Accuracy Satisfaction



Other categories were able to equal previous high benchmark scores. Subscriber satisfaction with regional offices came in at 8.7, matching the high scores achieved in 2016 and 2017. Training scores remained high, with an 8.6 tally matching the previous year's high. Many of the remaining categories came within .2 points of matching previous high scores, including satisfaction with how RMLS™ handles questions and suggestions, happiness with the Help Desk, and satisfaction with overall RMLS™ services.

Given the unique and significant challenges that severely impacted not just our industry, but also all of our lives, including the pandemic and wildfires, we're gratified to have been able to maintain good scores (and your good graces) in these categories. We'll use the lessons learned from 2020 to continue to expand and improve our service offerings, always aiming to make your jobs and lives easier. In addition to participating with our surveys, you can always submit your feedback to Beth Raimer, our Product Manager, at [beth.r@rmls.com](mailto:beth.r@rmls.com).