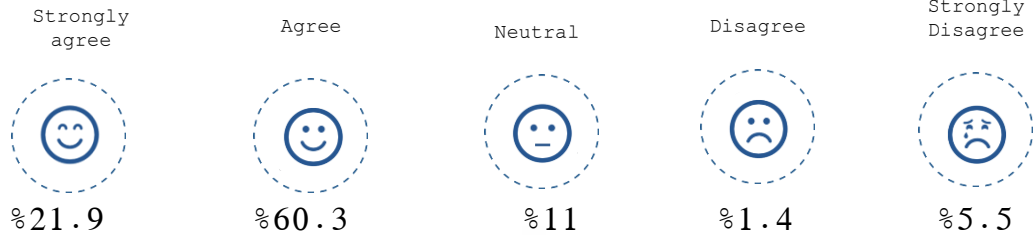




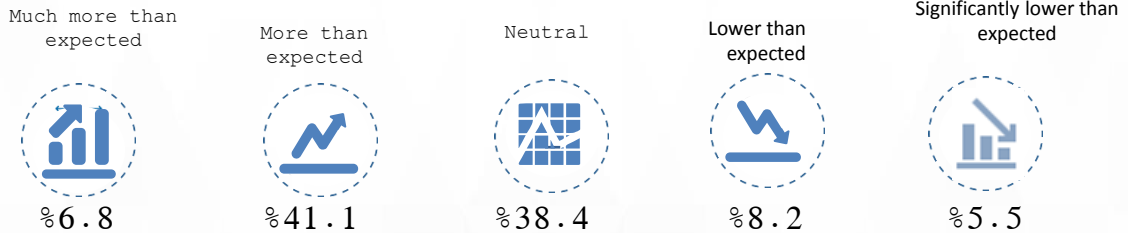
Satisfaction survey and evaluation of the quality of automated services at CMA

How satisfied are you with the automated service provided?



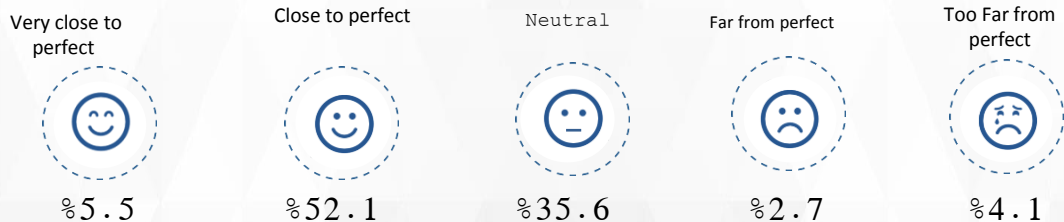
More than 82% of users who used the automated services have satisfaction or overall satisfaction with the automated services provided to them

According to your expectations, to what level did the automated service you received meet your expectations?



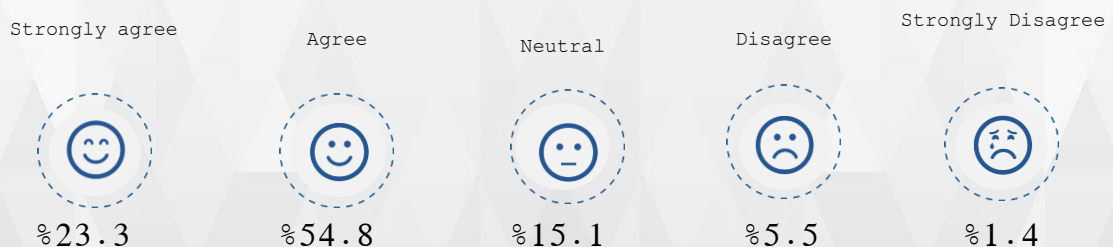
More than 38% were neutral about expectations, and 41% exceeded their expectations for services provided to them

How similar the automated service that you received meet what you expected to be perfect automated services?



More than 35% neutral about the perfection of the services, 52% believed that the service close to be perfect, And 5.5% believed it is almost perfect

I got the automated service at the appropriate time

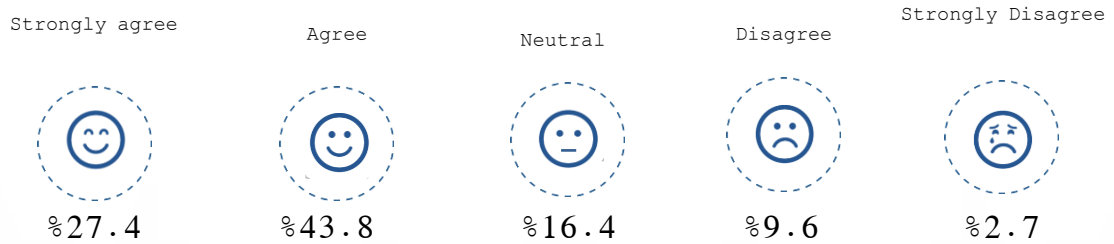


More than 78% agree or strongly agree that the obtained service was at the appropriate time



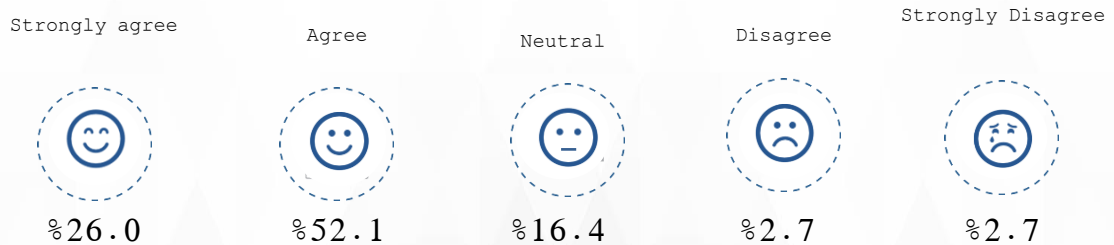
Satisfaction survey and evaluation of the quality of automated services at CMA

The automated service provided to me meets my needs



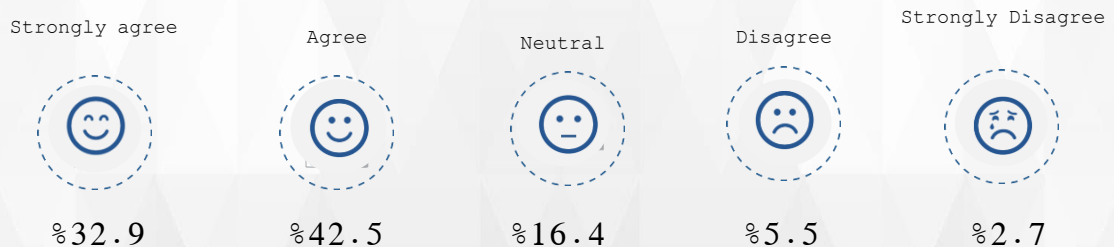
More than 71% agree or strongly agree that their needs have been met

The automated service that I used is easy and clear



More than 78% agree or strongly agree with ease and clarity of automated services

The automated service that I used is useful to me to complete my procedure at CMA



More than 75% agree or strongly agree with the benefits of automated services