

WINTER 2021

CLIENT
SATISFACTION
SURVEY
RESULTS

Once a customer, Always a customer.

AT FARROW, WE'RE PROUD OF OUR TRACK RECORD.

Customs
Logistics
System Solutions
Global Service



Each year, Farrow surveys our clients, with a view to measuring their satisfaction, as well as to determine areas for improvement. The results surprise us sometimes! Here's a snapshot of our 2021 survey results:

METHODOLOGY Online using electronic survey software.

LONGEVITY

More than **68%** of our clients have been with us for more than 5 years.



RESPONSE RATE

Significantly above industry standards for surveys.



TIMELINESS

86% of customers indicated they get a response to their call immediately, within one hour, or within the same morning/afternoon.



SPEED

72% said Farrow responds "promptly" to all of their calls. **92%** said their clearance times are "prompt" or "somewhat prompt".



SAMPLE SIZE



TARGET CLIENTS

MIDSIZE CLIENTS RANGING FROM
\$5K-25K IN REVENUE

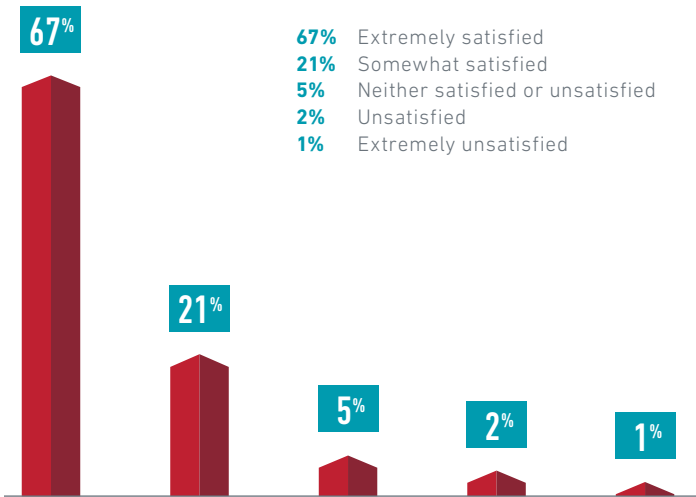
This is attempted in order not to skew results to larger customers, which presumably would get the highest levels of customer service.



89%

Said they were likely, or somewhat likely to recommend us.

HOW HAPPY ARE OUR CLIENTS WITH FARROW AS A WHOLE?



WHY WILL YOU APPRECIATE WORKING WITH FARROW?

Our Proactive Approach. When it comes to shipping and receiving goods across borders, nothing helps streamline the process like being proactive. For over 100 years, we've helped our clients uncover issues before they happen, and take action.

OUR SERVICES

- Canadian and U.S. Customs Brokerage & Consulting
- Freight Forwarding
- Parcel Delivery and LTL Shipping
- Transport and Express Shipping
- Warehousing and Pick & Pack Solutions

OUR CUSTOMS EXPERTISE

Moving goods through customs without delays takes expertise and reliability. We help clients adapt in the constantly changing world of customs and international trade to keep them ahead of the competition.

How can Farrow help you?

Let our certified customs brokers and shipping agents ensure your business meets Canadian and U.S. customs clearance and trade compliance.



**Call 1.519.252.4415 to speak to
a Farrow representative today.**

