

Once a customer, Always a customer.

AT FARROW, WE'RE PROUD OF OUR TRACK RECORD

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.



SPEED

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



TIMELINESS

86% of customers indicated they get a response to their call immediately, or within one hour.

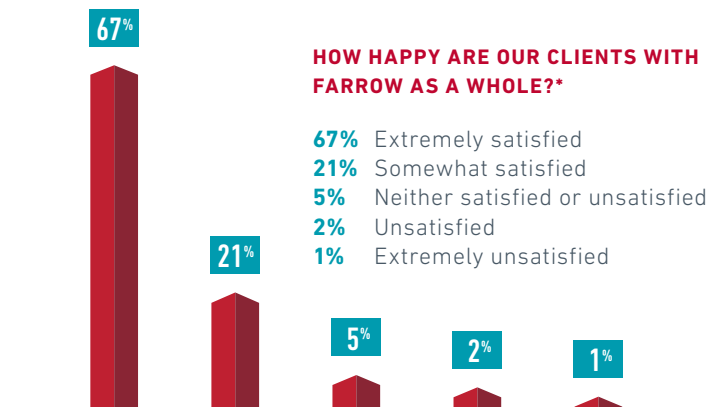


RESPONSE RATE

Significantly above industry standards for surveys.



89%
Said they were likely, or somewhat likely to recommend us.



HOW HAPPY ARE OUR CLIENTS WITH FARROW AS A WHOLE?*

- 67%** Extremely satisfied
- 21%** Somewhat satisfied
- 5%** Neither satisfied or unsatisfied
- 2%** Unsatisfied
- 1%** Extremely unsatisfied

* Which means **88%** of clients who responded to our survey are either extremely or somewhat satisfied with Farrow as a whole!

As part of our Client Satisfaction Survey, we ask clients to provide comments – here are some which provide an example of the type of service you can expect when working with Farrow to streamline your supply chain.

In response to the question: *Do you have other suggestions for improving our products or services?*

A: No, Farrow is doing it correct.

A: None, excellent service!

A: All works smooth!

A: Great team!

In response to the question: *Do you have any other comments about how we can improve farrow.com?*

A: Not at this time, we're a new client, but thrilled with service thus far.

A: We appreciate Farrow's diligence to make ongoing improvements and enhancements to the customer experience, including primary contacts, website design, trade tools for reporting, etc. It demonstrates your desire to remain competitive, great job!

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.

