

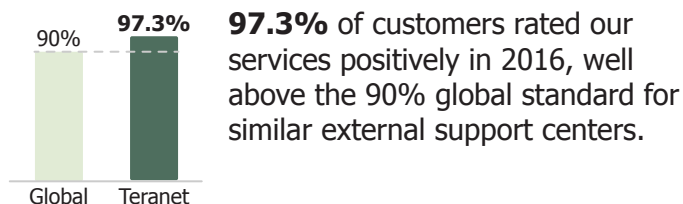
News from Customer Service

Spotlight on Teranet's Customer Service Team

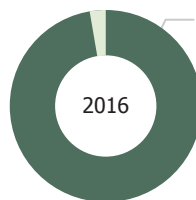
Ken Bateman

Our team provides courteous and responsive technical support and customer service, from members such as **Ken Bateman**. With 11 years of experience supporting Teranet's solutions, and 20 years of experience in customer service, Ken draws on his vast knowledge of our solutions and his patient, professional attitude to provide exemplary support to our customers. In the daily feedback from our customers, the service they have received from Ken is "extremely informative", "consistently stellar", and "efficient and personable".

By the Numbers



97.3% of customers rated our services positively in 2016, well above the 90% global standard for similar external support centers.



95.7% of service requests in 2016 were solved on first contact, up from 94.6% in 2015.

You Said It!

Teranet strives to provide effective customer support through strong product knowledge and going the distance to meet your needs.

Access through my preferred channel is efficient and easy.

"Honestly, every time I use Teraview I love it. No problems. It's fast, efficient and so convenient."

Account setup is fast, efficient and easy.

"When I moved to a new law firm, I had trouble setting up my account. I telephoned and was given complete thorough instructions by your staff members. Lovely and very helpful"

Complaint and issue management is fast and efficient.

"Our account balance was \$0.00 and I could not get any documents via Teraview. The cheque had already been sent to Teranet but the account balance had not been updated. The person from Customer service solved the issue in no time and I could complete the title search without delay. Thank you very much for the great customer service approach."



TERANET®

RELIABLE DATA +
INSIGHTFUL SOLUTIONS

