

**2025  
TRUSTESOLUTIONS  
CUSTOMER SATISFACTION  
SURVEY REPORT**

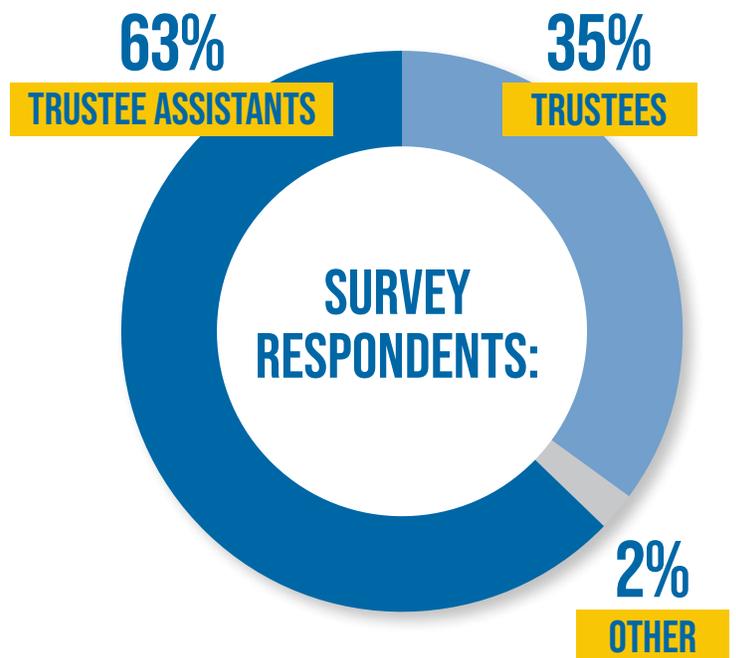
# ABOUT THE 2025 TRUSTESOLUTIONS CUSTOMER SATISFACTION SURVEY



Financial Software Solutions (FSS) is pleased to report the results of the annual TrusteSolutions (TES) Customer Satisfaction Survey. The survey was conducted online in November 2025, opening on November 10, 2025, and closing, November 21, 2025, giving respondents two full weeks to take the survey and record their answers. This report summarizes the information collected during that time.

Respondents to the 2025 survey were made up of almost two thirds trustee assistants and one third Chapter 7 Bankruptcy trustees. All are existing users of the TrusteSolutions platform.

Thank you to all who participated and shared their insightful feedback.



## TRUSTEES AND TRUSTEE ASSISTANTS AGREE:

*"They make your life easier and make your job more **efficient** and **enjoyable**."* – Trustee

*"**Best program** and **best people**."* – Trustee assistant

# KEY TAKEAWAYS

✓ **EASE OF USE** was once again reported as the **TOP FAVORITE FEATURE** of the TrusteSolutions software by both trustees and trustee assistants.

✓ **100%** of the total respondents are **SATISFIED** with the TrusteSolutions **SOFTWARE PLATFORM**.

**ALL OF THE TRUSTEE RESPONDENTS ARE VERY OR EXTREMELY SATISFIED.**

✓ **100% SATISFACTION** with **TRUSTEE INTERIM REPORT (TIR) RESULTS** was recorded by all respondents.

**ALL OF THE TRUSTEE RESPONDENTS ARE VERY OR EXTREMELY SATISFIED WITH THEIR TIR RESULTS.**

✓ **100%** of trustee respondents confirmed they are **VERY OR EXTREMELY SATISFIED** with the **CUSTOMER SUPPORT** delivered by TrusteSolutions.

**100%**  
**OF TRUSTEES RECOMMEND TRUSTESOLUTIONS**

Three quarters of the Chapter 7 trustees that participated in this survey have a trustee assistant. The other fourth do not. Having AI-powered automation in the TrusteSolutions case management software helps trustees increase their personal productivity so they can get more done. And for those with fewer resources, this is extremely important and helpful in being more efficient and profitable.

**75% HAVE A TA**

**25% NO TA**

“

*“Based on my experience, it’s the **best software and support** out there.” – Trustee*

*“**Highly recommend.** The support staff is wonderful and the system is very intuitive and easy to use.” – Trustee assistant*

# FAVORITE FEATURES MAKING WORK LIVES EASIER

# 99%

OF TRUSTEE AND TRUSTEE ASSISTANT RESPONDENTS FIND THE TRUSTESOLUTIONS SOFTWARE EASY TO USE.



EASE OF USE/USER FRIENDLY



CUSTOMER SUPPORT

AS VOTED ON BY TRUSTEES AND TRUSTEE ASSISTANT

Ease of use/user friendly and customer support were the unanimous first and second place choices for favorite TrusteSolutions software features by both trustees and trustee assistants. For third place, there was a three-way tie for automation, reports, and everything, by trustees. For trustee assistants, they ranked report building as their third favorite feature followed by time savings and 341 filings.

## ADDITIONAL FAVORITES:

**TRUSTEES**  
Automation  
Reports  
Everything

**TRUSTEE ASSISTANTS**  
Report building  
Time savings  
341 filings

## OTHER MENTIONS:

THE ACCURACY OF THE DATA AND THE SAFETY FEATURES TO LESSEN THE RISK OF ERRORS



## OUR CUSTOMERS SAY IT BEST:

"I've been a trustee assistant since 1987 and every day using TES is a joy — so much is done for us that we used to do by hand." – Trustee assistant

"Customer service and ease of use is great." – Trustee assistant

"Intuitive and reliable software." – Trustee

# SOFTWARE AND SUPPORT THAT SATISFIES

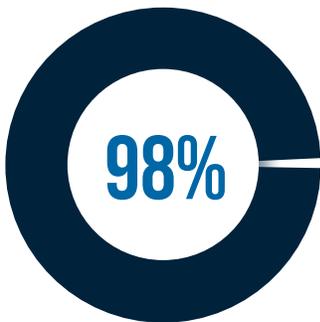


Survey questions regarding software and support were met with overwhelming satisfaction by all respondents. But out of all of the customer respondents, Chapter 7 Bankruptcy trustees experienced *extreme* satisfaction with the software, customer support, and TIR results. Almost three quarters find pre-TIR assistance helps them with the accuracy of their TIR results.



## of all respondents stated they're **SATISFIED** with TrusteSolutions **SOFTWARE**

- 93% of total respondents are VERY OR EXTREMELY SATISFIED
- 100% of TRUSTEE respondents are VERY OR EXTREMELY SATISFIED



## of all respondents are **SATISFIED** with **CUSTOMER SUPPORT**

- 100% of TRUSTEE respondents are VERY OR EXTREMELY SATISFIED



## of all survey respondents asserted **SATISFACTION** with their **TIR RESULTS**

- 92% of total respondents are VERY OR EXTREMELY SATISFIED
- 100% of all Chapter 7 trustee respondents are VERY OR EXTREMELY SATISFIED

**ATTENTION!**

"TES is the **best!**" – Trustee

"Lots of suppliers have decent programs but when you need support **no one has better support than TES.**" – Trustee assistant

"Customer support is top notch. Always **timely, friendly and very knowledgeable.**" – Trustee assistant

# BANKING PARTNERS THAT DELIVER

FSS recently brought on new banking partners. We greatly appreciate the dedication and hard work of their staff and ours as well as the understanding of our customers as we brought these new partners online. Bank partners are an extremely important part of the services we provide to Chapter 7 trustees. We are pleased with the level of professionalism our new partners have shown.

## RESPONDENTS PRAISED THEIR BANKING PARTNERS FOR BEING:



EASY TO  
WORK WITH



RESPONSIVE



FRIENDLY



HELPFUL

“

“They are **very helpful** and take care of anything that is needed.”

“**Always available** for assistance if needed, and friendly.”

“**Personal relationship** with banker is excellent!”



# OUR CUSTOMERS ARE OUR PROPONENTS

With the highest retention rate in the industry, it's no surprise that our satisfied customers are also our biggest proponents of the TrusteSolutions platform. Many customers share their unsolicited positive feedback with new panel trustees as well as established trustees and trustee assistants. They share details of their experiences using the software and interacting with customer support. This contributes to TrusteSolutions being chosen by more than 50% of new panel trustees year over year.



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**“I would definitely recommend TES, it has been the only software I have used as a trustee, and it has done a great job so far.”** – Trustee

When asked if they would recommend TrusteSolutions, 100% of trustee respondents confirmed they would, and do, recommend TrusteSolutions. Trustee assistants in particular say they communicate these top three differentiators when recommending the TrusteSolutions platform:



Top-notch customer support



Easy to learn and use/user friendly



Robust online software



**“100% recommend!** I only have experience with one other software provider, and TES is hands down the better software and by far the better support.”  
– Trustee assistant

**“I always do recommend TES.** The software is the best (so many helpful features) and the help desk support people are so knowledgeable and patient when working with us to resolve issues or explain things.” – Trustee assistant

# LOOKING FOR A CLOUD-NATIVE PLATFORM TO CONFIDENTLY MANAGE YOUR CHAPTER 7 CASES EFFORTLESSLY, AND PROFITABLY?

SCHEDULE A PERSONALIZED DEMO WITH ONE OF OUR  
TEAM MEMBERS BY VISITING [TRUSTESOLUTIONS.COM](https://trustesolutions.com)  
OR CALLING 866-878-7831.

TRUSTESOLUTIONS IS SMARTER CASE MANAGEMENT.

FSS helps fiduciary professionals thrive in complexity with modern fintech tools and personal support. Our cloud-native platforms automate repetitive work, reduce errors, and scale as caseloads grow. The result is work that feels easier, more efficient, and more manageable every day.

**FSS** | FINANCIAL  
SOFTWARE  
SOLUTIONS