



TrusteSolutions 2020 Customer Satisfaction Report



A division of Financial Software Solutions

Executive Summary

Annually, TrusteSolutions conducts an online Customer Satisfaction Survey in the fourth quarter of the calendar year. We receive tremendous response from our customers and greatly appreciate the feedback and opinions shared with us. The purpose of this survey was to determine:

- ✓ Level of satisfaction with software, hardware and support
- ✓ Level of satisfaction with onboarding and training
- ✓ Longevity of TrusteSolutions customers
- ✓ Software features that save customers the most time in their work day
- ✓ Reasons for switching to TrusteSolutions

This survey was administered to both trustees and trustee assistants that are current users of the TrusteSolutions cloud-based case management software program. It was conducted in November, 2020. A total of 80 responses were received and tallied to generate this report. In summary, we learned the following from this study:



Overall, satisfaction is very high or high among trustees and trustee assistants alike



TrusteSolutions has high loyalty and retention rates among its customers

100%

of the respondents have found their TIR & Final Reports more accurate since switching to TrusteSolutions



Positive feedback from other trustees is the number 1 reason why trustees switched to TrusteSolutions



And finally, we learned that automation has saved trustees and trustee assistants the most time since switching to TrusteSolutions

"The people behind TES are the best! Software / hardware support staff make everything work as well as anyone could hope. High quality equipment and reasonably timed upgrades tie it all together."

— Randall L. Woodruff

Customers Give High Marks: Software, Support & Processes

We're proud to report that in almost all cases, TrusteSolutions' customers including both trustees and trustee assistants alike, gave the highest marks for satisfaction in the following categories: support, functionality, onboarding and hardware processes. 100% of the survey respondents scored TrusteSolutions' customer support as very high or high. 100% also rated TrusteSolutions' onboarding process and hardware process as very high or high. 99% of the survey respondents gave TrusteSolutions high marks for software functionality, rating their satisfaction as very high or high.

"Customer support is always spot on and the software is very user-friendly."

– Doug Ellmann

"Each time and every time the software works seamlessly and the staff responds quickly and professionally when there is a question or issue."

– TrusteSolutions customer

100% CUSTOMER SUPPORT

Very high/high satisfaction

100% ONBOARDING PROCESS

Very high/high satisfaction

100% HARDWARE PROCESS

Very high/high satisfaction

99% SOFTWARE FUNCTIONALITY

Very high/high satisfaction

Training Gets the Job Done Successfully

We're pleased to report that 100% of our customers agree that TrusteSolutions' training is top notch. Specifically, they shared that training is professional, the topics covered are helpful, customer questions are answered satisfactorily and knowledge of both general bankruptcy and the software is well demonstrated. Training even takes into account specific tasks that are custom to each user during training sessions for a personalized experience.

100% AGREE, TRUSTESOLUTIONS TRAINING IS:



PROFESSIONAL



KNOWLEDGEABLE ABOUT
BANKRUPTCY AND
SOFTWARE



TOPICS ARE HELPFUL



QUESTIONS ARE ANSWERED
SATISFACTORILY



SPECIFIC TASKS TAKEN INTO ACCOUNT BY USER
FOR A CUSTOMIZED TRAINING EXPERIENCE

"The online training provided is critical in helping me get my job done correctly and efficiently."
– TrusteSolutions customer

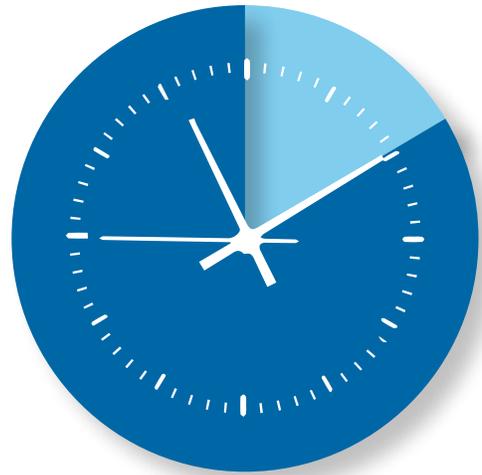
"Support and training is always there whenever we need them!!"
– TrusteSolutions customer

"The trainer was previously an administrator and could predict my questions. He understood my market and what is required here."
– Linda Reiss, Trustee Assistant for Timothy Yoo

Time Savings and Greater Accuracy Experienced by TES Customers

Since switching to TrusteSolutions, 80% of survey respondents have found they're saving time in their work days due to the advanced automation the system offers. From upload tools, to banking enhancements such as Integrated Remote Deposit Capture, to Docket Parser, TrusteSolutions' customers put automation to work to get more done.

Additionally, 100% of the survey takers have found that their TIR and Final Reports are at least 10-25% more accurate since they switched to TrusteSolutions.



*"Fewer errors with financial implications."
–TrusteSolutions customer*

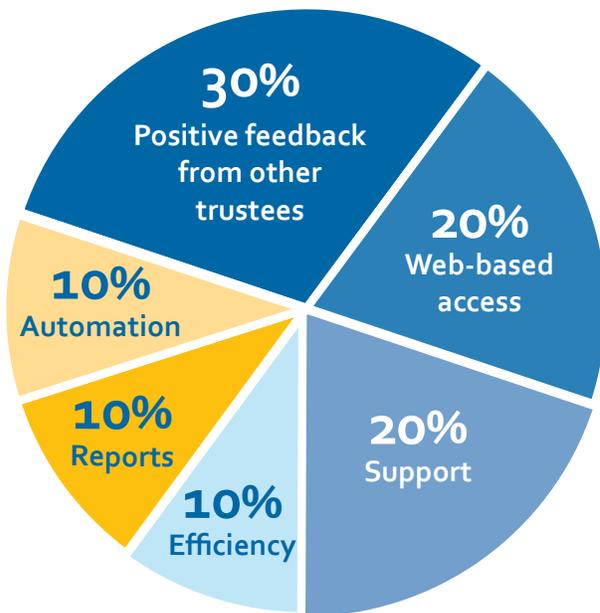


10-25%
MORE ACCURATE

"Time savings while preparing final reports." –TrusteSolutions customer

Key Reasons Customers Switched to TrusteSolutions

The top reason given by 30% of customers for switching to TrusteSolutions was the positive feedback they received from other trustees. Other reasons mentioned included: efficiency, automation and reports chosen by 10% each, and 20% of respondents each stated that support and web-based access were their top reasons for switching to TrusteSolutions. Whatever the reason, TrusteSolutions is happy to have them as customers now.



"I know people are scared of change. But this is a change for the better, including faster speed and greater efficiency."

*– Susan Seidel,
Trustee Assistant for Scott Seidel*



When customers were asked if they would recommend TrusteSolutions to another trustee, the answer was an overwhelming YES! by 100% of survey respondents. We are thankful for the abundant outpouring of support. At TrusteSolutions, we don't just have References, we have Ravers!

When Brenda Zeddun recommends TrusteSolutions to other trustees, she asks them:

"What are you waiting for?"

TrusteSolutions Customer Longevity & Loyalty

Almost 90% of the survey respondents specified they have been a customer of TrusteSolutions for a minimum of 3 years, with the majority being customers for more than 5 years. We're pleased to share that we have many 10-year, 15-year and even some original customers that have been with us since our start. That kind of longevity and loyalty equals customer retention rates that are second to none in this industry.



"TES provides superior service and support for everything which is why we switched to them over six years ago."

–TrusteSolutions customer

"Still love TES."

–TrusteSolutions customer

Looking for extreme satisfaction from your Chapter 7 bankruptcy case management provider? Look no further than TrusteSolutions.

Long-standing leadership, superior customer ratings, and consistent growth are top reasons why TrusteSolutions is the proven choice for cloud-based bankruptcy and receivership case management software. Built on the web from the ground up, it features an intuitive user interface that is easy-to-learn and easy-to-use, enhanced protection for secure document sharing, uploads and transfers, and superior system speed to get more case work completed faster. Backed by outstanding customer support that delivers answers when you need them, TrusteSolutions, a division of Financial Software Solutions, LLC, a Houston-based enterprise-level software company, empowers attorneys to take control with confidence.

Ready to increase your satisfaction?

Make the switch today.

Visit www.trustesolutions.com or call 866.878.7831.