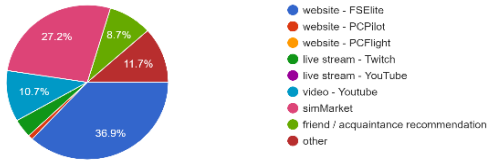


CUSTOMER SATISFACTION SURVEYS RESULTS (SIMBITWORLD - A PILOT'S LIFE)

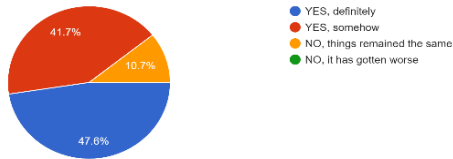


#1 - JUNE 2019

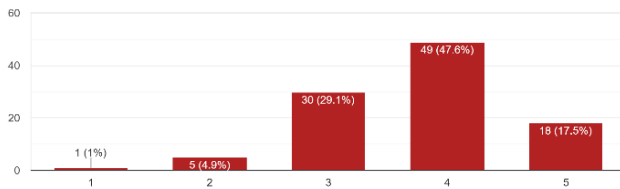
How have you heard about APL?
103 responses



Do you think the APL software has improved over time?
103 responses

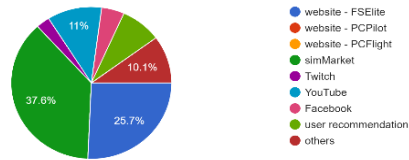


Could you rate our software?
103 responses

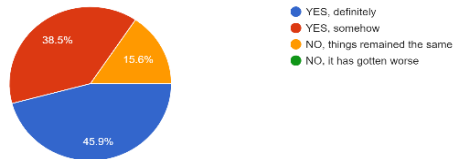


#2 - JANUARY 2020

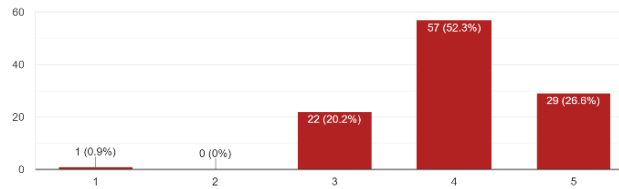
How have you heard about APL ?
109 responses



Did APL improved over time ?
109 responses



How would you rate APL ?
109 responses

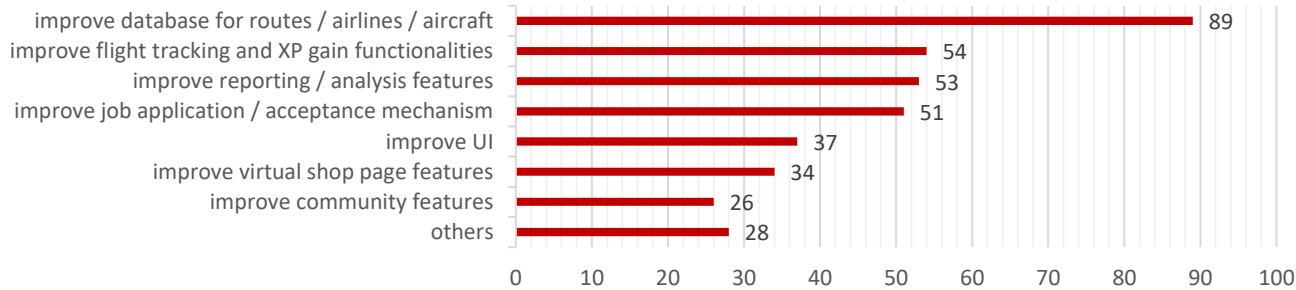


ANALYSIS

For the first question we asked you where did you first hear of APL. We noticed that there has been a change of leader in your responses. If the first survey suggested most of you heard about it from **FSElite**, now it appears that the most important source of our customers is **simMarket**, the platform where we sell our program

When we asked you if you feel that APL improved over time, the responses were quite similar to the first survey. Most of you still feel that it **has improved**. We are happy that you feel this way and will continue to build on this foundation in the future.

We are happy to report that we managed to shift some of the customer responses to the right of the **rating graph** but there is still room for improvement. Our aim for the future is that 95% of you will rate our software as a 4 or a 5. We will continue to work in this regard.



The most desired improvement that has been requested by our users is the **enhancement of our database for our routes, airlines and aircraft**. Next come the **flight tracking / XP gain, reporting/analysis, and job application / acceptance mechanism**. User interface, shop, and community features come in last.

The plan for the future is to take these answers into consideration when we will design and integrate new features. Also we will not forget the 'other' answers that you have mentioned in the survey.

Thank you to everyone that took the time to complete this survey!