



**Re: Stakeholder/ Client/ Supplier Satisfaction Research**

Genex Insights is currently conducting research on behalf of ARMSCOR. We would like to understand to what extent your needs, as a valued stakeholder/ client/ supplier are being met as well as to identify any areas of performance with which you may not be happy.

To better understand this, Genex will be conducting ten-minute surveys with a select group of ARMSCOR's clients/ stakeholders from around the country. You will receive a link to a self-complete online survey within the next few days. Furthermore, to help boost the online portion of the survey Genex will also be conducting a number of telephonic surveys. Please be aware that a highly trained Genex interviewer may give you a call to arrange a telephonic interview.

It must be stressed that all information received will be kept confidential, and will only be summarised and reported on in an aggregated manner. This is in accordance with the recognised industry standards, as set by SAMRA (the Southern African Marketing Research Association), of which Genex Insights is an organisational member.

We would be grateful if you would assist us with your input and vision regarding the research topics. Should you have any queries, please do not hesitate to contact:

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