

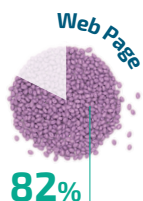
CUSTOMER JOURNEY FEEDBACK

We are making improvements based on how our customers have rated ELIX compared to other suppliers*

(Industry average is 60%)



Researching Supplier & Product



ACTION

We will have a new website in September to improve the digital customer experience.



Contact & Sampling



“They are able to customize a color or a specific product you may need, when other suppliers don't do that.”



Order & Use of Material



ACTION

We are constantly generating more advanced technical data for our materials, so our customers can design better products.



Purchase



“The quality and service are very good.”



Customer Support



ACTION

In September we successfully launched ELIX Direct, our digital service, to enhance order visibility and repeat purchases with a great response from customers. Recent updates include more detailed transport information and Loop, a virtual assistant for product and documentation queries.

**Your feedback makes us better.
Thank you!**