

2022 Q1 SCORES RETAIL AND INFO-COMMUNICATIONS

HOW WELL DID COMPANIES SATISFY THEIR CUSTOMERS?

••• 71.3 Retail 70.0 Mobile Telecom ™ 70.8 e-Commerce 70.8 StarHub **75.1** Zalora* 72.1 Fashion Apparels •• **69.9** Singtel 73.6 Amazon •• **69.9** M1 **75.9** Uniqlo **72.9** Shopee 68.8 Circles.Life **71.7** G2000 71.7 Taobao/Tmall 70.9 Giordano 69.7 Other Mobile **70.8** Qoo10 70.9 H&M Telecom Providers 69.4 Carousell 65.5 Cotton On **68.2** Fave 72.4 Other fashion apparels 68.3 Broadband • **67.9** Lazada 68.8 Singtel 69.8 Other e-Commerce **68.4** M1 70.9 Department Stores 67.7 Starhub ◆ 76.3 Takashimaya* ••• **73.7** Tangs 71.4 Marks & Spencer 69.6 PayTV 69.8 Info-Communications **∾ 70.7** Isetan 70.7 Starhub **№ 69.7** Mustafa 68.8 Singtel → 72.7 Video Streaming Services* **69.5** OG **76.3** Disney+ ••• 69.2 BHG •• **74.2** Netflix **66.2** Metro → 72.3 Amazon Prime Video • 69.6 MeWatch 70.2 Other Online Subscription 71.4 Supermarkets Video Streaming/TV 75.0 Sheng Siong* 74.0 Cold Storage ••• **69.6** Prime ••• 69.3 NTUC FairPrice

This chart summarises the results of the CSISG 2022 satisfaction scores in the Retail and Info-Communications sectors at the sector, sub-sector and company levels.

••• **68.8** Giant

Each sector score (in gold) represents a weighted average of their respective sub-sector scores (in blue). Satisfaction scores for sub-sectors with individual company scores are weighted averages of these individual company scores.

All scores displayed are accurate to one-decimal place. Entities are presented in decreasing levels of satisfaction.

- * Companies indicated with an asterisk(*) are companies that have performed significantly above their sub-sector average.
- * Sub-sectors indicated with an asterisk(*) are sub-sectors that have performed significantly above their sector average.

The sparklines indicate the satisfaction score of their respective sectors, sub-sectors and companies over the past few years.

statistically significant increase in customer satisfaction from 2021 to 2022

statistically significant decrease in customer satisfaction from 2021 to 2022

no significant year-on-year change in customer satisfaction score

Entities shown in this scorecard have samples of N≥50.