

Case Study: Striving for excellence in client experience

By Perpetual Sustainability

12 September 2024



Improving user experience

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clients are willing to recommend us to friends, colleagues and peers.

In FY24, we recorded a score of +53, our second highest ever score although down from +57 the previous year. For the second consecutive year, our NPS has exceeded +50 across Perpetual Group and is in excess of our target +40.

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