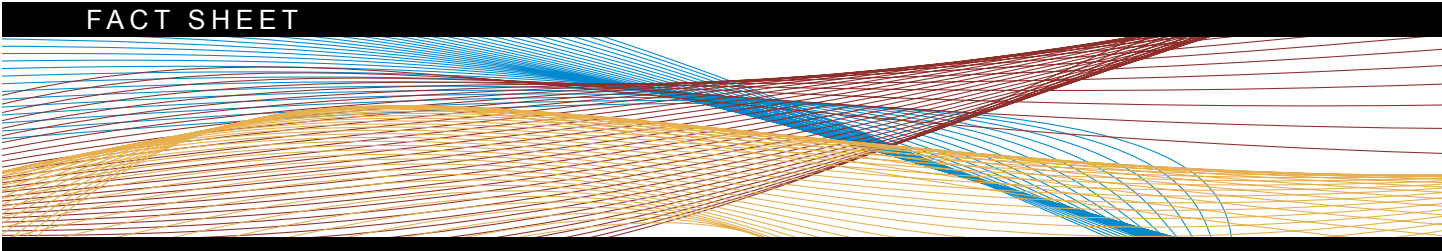




Premier provider of programs in
Mystery Shopping, Customer Satisfaction, Employee Satisfaction



FACT SHEET

StartRight™
Client Transition Process

DiMetric®
Dual Scoring Methodology

NetReports®
Custom On-Line Reporting

5-Step-QC™
Meticulous Quality Control

100% Service Guarantee
100% Service Guarantee

Headquarters:

900 Isom Road, Suite 110, San Antonio, TX 78216

Hours of Operation:

Monday - Friday	8:00AM - 7:00PM
Saturday	1:30PM - 7:00PM
Sunday	Closed

Year Company Founded: 1987

Company Type: Private

D-U-N-S Number: 808317838

Key People:

President - Robert Sinclair Jr.
Vice President - Sean Barna
Controller - Kim Murphy
Director Information Systems - Matt Sinclair

Services Offered:

- Mystery Shopping**
 - On-Site Mystery Shopping, Competitor Mystery Shopping
 - Telephone Mystery Shopping, Web Site Mystery Shopping
- Customer Satisfaction Surveys - IVR and Web-Based**
- Customer Feedback Telephone Interviews**
- Employee Surveys**
- On-Site Audits**
- Ad Hoc Programs and Reporting**

Geographic Coverage:

US, Guam, Puerto Rico, Canada

Reporting:

NetReports on-line reporting, updated in real-time, available 24/7

Industries Served:

- Automotive**
Manufacturers, Service Centers, Dealers
- Banks, Credit Unions**
- Consumer Products**
- Convenience Stores and Petroleum**
- Federal and Local Government**
- Restaurants**
Casual Dining, Quick Serve
- Retail**
Building Supply, Clothing, Consumer Electronics, Department Stores, Drug, Electronics, Grocery Retail, Home Furnishings, Jewelry, Marine Supply, Mini-storage, Natural & Organic Food Retailers, Telephone Stores, Rental Centers, Specialty Food Retailers, Specialty Retail, Sporting Goods, Wireless Phone Service, Video and Game Rental
- Sports / Recreation / Amusement**
Amusement Parks, Movie Theaters, Sports Arenas

Mailing Address:

900 Isom Road, Ste 110
San Antonio, TX 78216

Administration:

(800) 600-3871
(210) 979-6000
Fax (800) 600-3851

Measurement Consultants:

Phone: (800) 600-3871
Fax: (800) 600-3851
Email: Info@EmailSinclair.com