

Memo describing the result of user survey regarding SIRI's citizen centres

In week 49 of 2021, SIRI carried out a user survey in SIRI's five citizen centres.

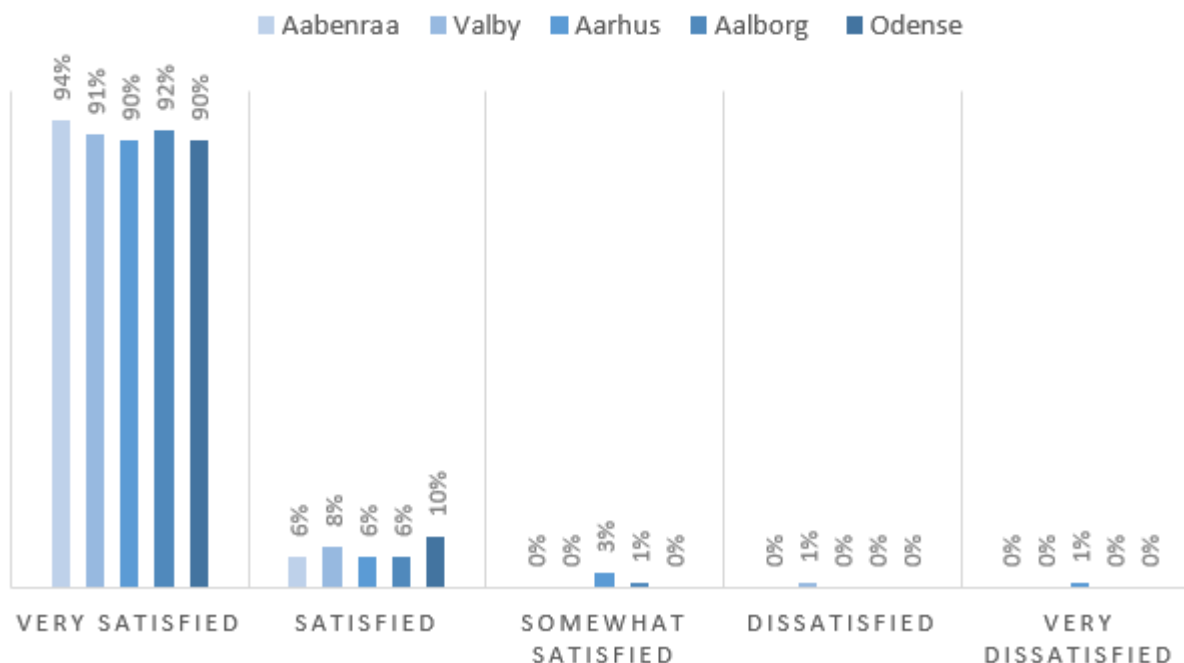
Out of 1782 asked, 638 chose to participate (equal to 36 percent).

The survey is carried out twice a year using a questionnaire which is handed out at the end of the visit. Questionnaires will be filled out anonymously and voluntarily. The completed questionnaire is submitted in a sealed by the exit of the citizen centre.

The survey should be viewed as the result on a given day and merely gives an indication of the level of satisfaction. This is due to the fact that participation in the survey is voluntary and that the number of participants is relatively low. As a result, the survey is not necessarily representative.

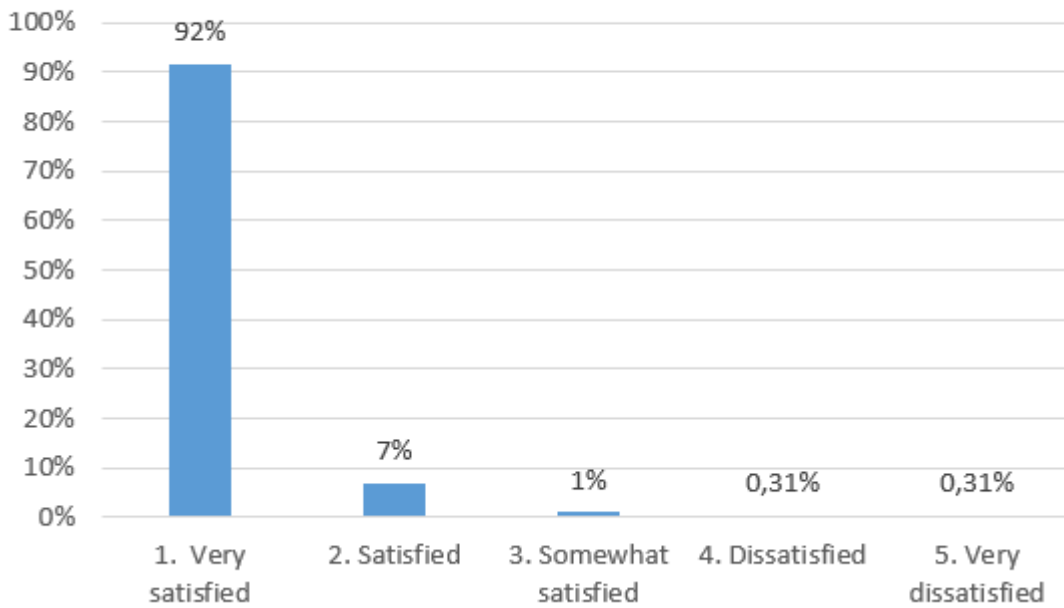
Bearing this reservation in mind, the survey still indicates a very high level of satisfaction with the service offered in SIRI's citizen centres. 98 percents have reported that they are either very satisfied or satisfied. With minor variations, this high level of satisfaction applies across all five citizen centres.

SATISFACTION ACROSS ADDRESSES



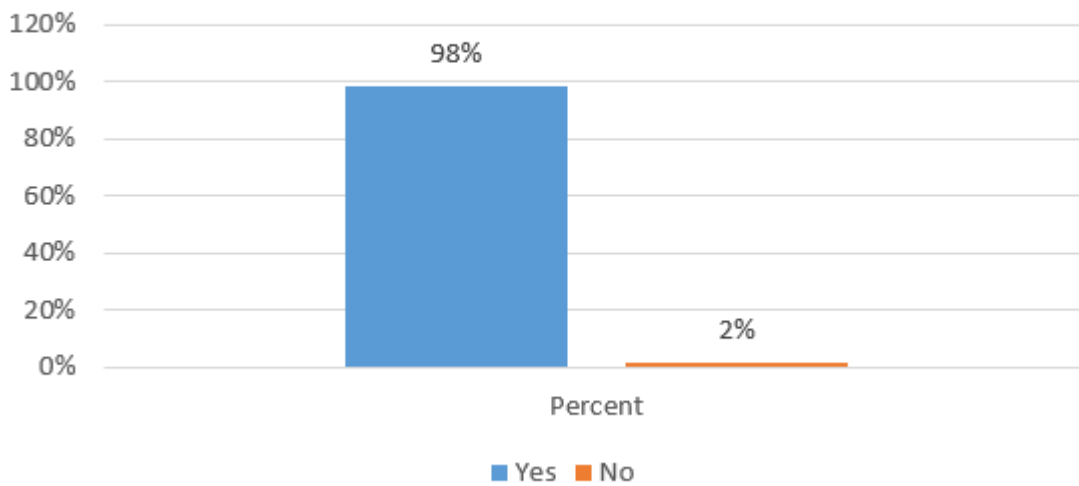
Note: This diagramme is based on the following number of replies at each address: Aabenraa: 108, Valby: 226, Aarhus: 142, Aalborg: 78, Odense: 84.

Were you satisfied with our service today?



Note: This diagramme is based on a total of 638 replies across the country

Was your enquiry dealt with?



Note: This diagramme is based on a total of 598 replies across the country