

2013 Temkin Experience Ratings

Product Guide For Downloadable Datasets

Information About Data Licensing

All datasets are excel spreadsheets that are delivered with a license for a specific number of users. If you have any questions, contact Temkin Group at ratings@temkingroup.com.

The datasets **cannot** be resold or redistributed in any form or referenced outside of the purchaser's organization without the prior written consent of Temkin Group.

Warrantee Of Data

Temkin Group makes no representation or warranty of any kind, nature or description, express or implied, with respect to the content, including, without limitation, any warranty of any kind or nature with respect to the accuracy of the content or any implied warranty of fitness for a particular purpose or any implied warranties arising from a course of dealing or a course of performance, and we hereby expressly disclaim the same.

Industries Covered In Ratings

The datasets contain data from the 2013 Temkin Experience Ratings of 246 companies with at least 100 respondents from across 19 industries (see full list in this document):

- Airlines
- Appliance makers
- Auto dealers
- Banks
- Car rental agencies
- Computer makers
- Credit card issuers
- Fast food chains
- Grocery chains
- Health plans
- Hotel chains
- Insurance carriers
- Internet service providers
- Investment firms
- Parcel delivery services
- Retailers
- Software firms
- TV service providers
- Wireless carriers

Description of Data Included in Datasets

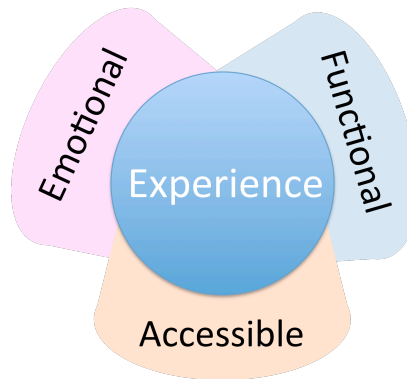
Datasets are delivered in an Excel (.xls) file and contain details of consumer responses to the three questions which make-up the Temkin Experience Ratings. Data is included for the 246 companies included in the ratings. This dataset also includes:

- Differences in responses across age groups for all 19 industries (data is not broken out by specific firm)
- Overall results from 2012 Temkin Experience Ratings

Data was collected via an online survey of 10,000 US consumers during January 2013. Temkin Group purchased access to a 3rd party panel of consumers. The distribution of survey respondents was managed to represent the US population by establishing quotas that approximate US Census percentages for age, income, gender, ethnicity, and location.

Calculating the Temkin Experience Ratings

Temkin Group asks consumers to identify companies that they have interacted with during the previous 60 days. For a random subset of those companies, consumers are asked to rate three dimensions of their recent experiences: *functional*, *accessible*, and *emotional*.



Temkin Group uses these questions to rate those three dimensions:

Functional Component

Thinking of your most recent interactions with each of these companies, to what degree were you able to accomplish what you wanted to do?

Responses from
1= "completely failed" to
7= "completely succeeded"

Accessible Component

Thinking of your most recent interactions with each of these companies, how easy was it to interact with the company?

Responses from
1= "very difficult" to
7= "very easy"

Emotional Component

Thinking of your most recent interactions with each of these companies, how did you feel about those interactions?

Responses from
1= "upset" to
7= "delighted"

For all companies with 100 or more consumer responses, we calculated "net ratings" for each of the three components listed above. The ratings were calculated by taking the percentage of consumers that selected either "6" or "7" and subtracting the percentage of consumers that selected either "1" "2" or "3." The overall Temkin Experience Rating is an average of these three components.

Companies Included in 2013 Temkin Experience Ratings

The following companies had at least 100 respondents in the survey and are included in the Temkin Experience ratings and in the downloadable datasets.

Airlines: AirTran Airways, Alaska Airlines, American Airlines, Continental Airlines, Delta Airlines, JetBlue Airlines, Southwest Airlines, United Airlines, US Airways

Auto dealers: BMW, Chevrolet, Chrysler, Dodge, Ford, Honda, Hyundai, Kia, Nissan, Toyota

Banks: A credit union, Bank of America, Capital One, Chase, Citibank, Citizens, Fifth Third, HSBC, ING Direct, PNC, Regions, SunTrust Bank, TD Bank, U.S. Bank, USAA, Wells Fargo

Car rental agencies: Advantage, Alamo, Avis, Budget, Dollar, Enterprise, Hertz

Personal computer makers: Acer, Apple, Compaq, Dell, eMachines, Gateway, Hewlett-Packard, Lenovo, Sony, Toshiba

Credit card issuers: American Express, Bank of America, Capital One, Chase, Citigroup, Discover, HSBC, U.S. Bank, USAA, Wells Fargo

Fast food chains: Arby's, Burger King, Chick-fil-A, Dairy Queen, Domino's, Dunkin' Donuts, Hardees, Jack in the Box, KFC, Little Caesar's, McDonalds, Pizza Hut, Quiznos, Sonic Drive-In, Starbucks, Subway, Taco Bell, Wendy's

Grocery chains: Albertsons, Aldi, Food Lion, Giant Eagle, H.E.B., Hy-Vee, Kroger, Piggly Wiggly, Publix, Safeway, Save-a-Lot, ShopRite, Stop & Shop, Trader Joe's, Whole Foods, Winn-Dixie

Health plans: Aetna, Anthem (BCBS), Blue Shield of California, CareFirst (BCBS), CIGNA, Coventry Health Care, Empire (BCBS), Health Net, Highmark (BCBS), Humana, Kaiser Permanente, Medicaid, Medicare, TriCare, United Healthcare

Hotel chains: Best Western, Comfort Inn, Courtyard By Marriott, Crowne Plaza, Days Inn, Fairfield Inn, Hampton Inn, Hilton, Holiday Inn, Holiday Inn Express, Hyatt, La Quinta, Marriott, Motel 6, Quality Inn

Insurance carriers: 21st Century, AAA, Allstate, American Family, Farmers, GEICO, Liberty Mutual, MetLife, Nationwide, Progressive, State Farm, The Hartford, Travelers, USAA

Internet service providers: AOL, AT&T, Cablevision, Charter Communications, Comcast, Cox Communications, EarthLink, MSN (Microsoft Network), Qwest, Road Runner, Verizon

Investment firms: A credit union, Ameriprise Financial, Charles Schwab, E*TRADE, Edward Jones, Fidelity Investments, ING Direct, Merrill Lynch, Morgan Stanley Smith Barney, Scottrade, TD Ameritrade, Vanguard, Wells Fargo Advisors

Major appliance makers: Bosch, Electrolux, GE, LG, Samsung, Toshiba, Whirlpool

Parcel delivery services: FedEx, U.S. Postal Service, UPS

Retailers: 7-Eleven, Ace Hardware, Advance Auto Parts, Amazon.com, Apple Store, AutoZone, Barnes & Noble, Bed Bath & Beyond, Best Buy, BJ's Wholesale Club, Costco, CVS, Dollar General, Dollar Tree, eBay, Family Dollar, GameStop, Gap, Home Depot, JCPenney, Kmart, Kohl's, Lowe's, Macy's, Marshalls, Nordstrom, O'Reilly Auto Parts, Office Depot, OfficeMax, Old Navy, PetSmart, QVC, RadioShack, Rite Aid, Ross, Sam Club, Sears, Staples, T.J. Maxx, Target, Toys 'R' Us, True Value, Wal-Mart, Walgreens

Software vendors: Activision, Adobe, Apple, Blackboard, Google, Intuit, McAfee, Microsoft, Sony, Symantec

TV service providers: AT&T, Bright House, Charter Communications, Comcast, Cox Communications, DirecTV, Dish Network/EchoStar, Optimum (iO)/Cablevision, Time Warner Cable, Verizon

Wireless carriers: AT&T, MetroPCS, Sprint, TracFone, U.S. Cellular, Verizon Wireless, Virgin Mobile

About Temkin Ratings

Temkin Ratings is an offering of Temkin Group. The site provides access to data on how consumers rate their experiences with more than 100 companies and the associated loyalty of those consumers. The data can help organizations benchmark themselves within their industry and compare themselves to companies across other industries. The breakdown of data in consumer segments (age, income, education, gender, and ethnicity) provides companies with a deeper understanding of the link between customer experience and loyalty for their customers.

About Temkin Group



Temkin Group is a customer experience research and consulting firm. We have one simple goal for our clients: increase customer loyalty by becoming more customer-centric. Any company can improve portions of its customer experience, but it takes more than a few superficial changes to create lasting differentiation. The Temkin Group combines customer experience thought leadership with a deep understanding of the dynamics of large organizations to help senior executives accelerate their customer experience results.

The company was founded based on four core beliefs:

Customer experience drives loyalty.

Our research and work with clients has shown that interactions with customers influences how much business they'll do with you in the future and how often they recommend you to friends and colleagues.

It's a journey, not a project.

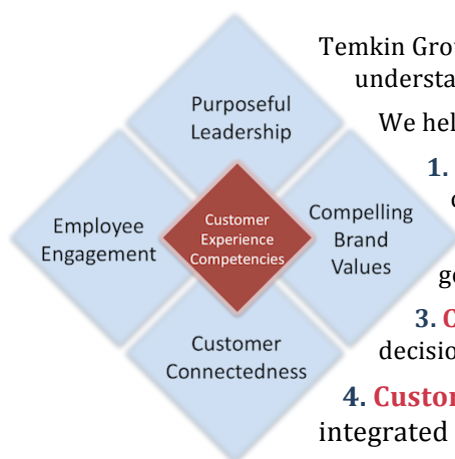
Building the capabilities to consistently delight customers doesn't happen overnight. Companies need to plan for a multi-year corporate change program.

Improvement requires systemic change.

Companies can improve isolated customer interactions, but they can't gain competitive advantage until customer experience is embedded in their operating fabric.

We can help you make a difference.

Transformation isn't easy, but leading your company to be more customer-centric is worth the effort. We help our clients accelerate their results and avoid many of the bumps along the way.



Temkin Group combines customer experience thought leadership with a deep understanding of the dynamics of large organizations to accelerate results.

We help firms build four competencies required for long-term success:

- 1. Purposeful Leadership.** Does your executive team operate consistently from a clear, well-articulated set of values?
- 2. Engaged Employees.** Are employees fully committed to the goals of your organization?

- 3. Compelling Brand Values.** Are your brand attributes driving decisions about how you treat customers?

- 4. Customer-connectedness.** Is customer feedback and insight deeply integrated throughout all of your internal processes?

For more information about Temkin Group visit www.temkingroup.com or email info@temkingroup.com