



NOTICE TO CLIENTS

TO: All g-FleeT Clients

FROM: g-FleeT Management

DATE: 28 October 2020

RE: 2020/21 G-FLEET CUSTOMER SATISFACTION SURVEY

Dear Valued Client

g-FleeT Management has appointed ATASA (Aerospace Training Academy of SA) to conduct the 2020/21 Customer Satisfaction Survey which is aimed at assessing the customers' satisfaction levels with g-FleeT products and services on different platforms.

The survey will commence in November 2020 and due to Covid-19 and the requirement for social distancing, the survey will be sent through emails for clients to complete online or telephonic interviews; where necessary the survey will be done face to face, only by appointment. Representatives from ATASA will at times also contact clients telephonically to assist with filling out the questionnaire. The survey will take approximately 20 minutes to complete. Absolute confidentiality is guaranteed. No reference will be made to your organization in the findings of the survey. You are therefore requested to provide an honest opinion to assist g-FleeT to determine areas of improvement.

On behalf of g-FleeT, we would like to encourage that you actively participate in the survey, as your feedback will assist in our efforts to improve the quality of service offered to our clients. Our vision is to continuously deliver an effective, competitive and efficient fleet services that satisfies the needs of our clients.

Your participation in the survey will be highly appreciated. g-FleeT wishes to express its gratitude for your continued support. If you require clarity or additional information, please contact Mr. Phathutshedzo Nemushungwa at tel: 081 464 9591 or email: Phathutshedzo.Nemushungwa@gauteng.gov.za.

Yours sincerely

Mr. Nhlakanipho Nduli
Acting Chief Operations Officer
g-FleeT Management

Date: 24/10/2020