

Date: 29 November 2022

To whom it may concern

Citizen Surveys implemented 2 FinScope surveys in South Africa, including the latest FinScope Consumer 2021 survey. Citizen Surveys demonstrated commitment and collaborative spirit throughout the demanding processes of implementing FinScope SA surveys. The Citizen Surveys team has been continually good in implementing FinScope, providing its institutional value and financial sector insight to both FinMark Trust and its stakeholders.

Citizen Surveys provided value for money and has been delivering their outputs within the agreed timelines.

Should you have any queries, you are welcome to address these with: Jabulani Khumalo (jabulanik@finmark.org.za) or Dr Kingstone Mutsonziwa (kingstomem@finmark.org.za).

Yours sincerely,

Jabulani Khumalo
Senior Data and Analytics Specialist

CONFIRMED:



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