



## Firm's References

Relevant services carried out over the last five years  
that illustrate the firm's capability  
(to be prepared by each firm in a consortium)

Assignment title: Service quality research  
Country of assignment: Serbia

Name of client: OTP Bank Serbia

Address of Client: Bulevar oslobodjenja 80, Novi Sad

Client Reference contact: Marina Maksic, Marketing consultant, [Marina.Maksic@otpbanka.rs](mailto:Marina.Maksic@otpbanka.rs)

Start Date: 12/2011

Contracted completion date: 01/2012

Actual or estimated completion date (if on-going): [month/year]

Value of services: 6.500 EUR

Total number of expert months : 1 months

Name of associate consultant(s): Marko Radonjic, SWOT Research Skopje

Number of staff months of experts provided by associated consultant(s): 1 months

Description of actual services provided by your firm:  
Research of OTP Employees and competition (310 Mystery shopping visits)

Experts provided by your firm:

Number of experts: Project Director, Mystery shopping expert

Number of expert months: 1 months

Name of Project Director/Team Leader/Lead Expert:  
Mr. Sasa Etai- Project Director, Ms.Valentina Testic - Mystery shopping expert

The above information was prepared on: 05.03.2012

Firm's name :MRP-EURASIA, office in Serbia

Authorised representative of firm:

signature

05.03.2012

date

Mr. Alex Trotiuc

Name in full