



<http://www.mrp-eurasia.com>  
[email: rfp@mrp-eurasia.com](mailto:rfp@mrp-eurasia.com)

*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: UniCredit Bulbank Mystery Shopping Programme

Country of assignment: Bulgaria

Name of client: UniCredit Bulbank

Address of Client: 7 Sv. Nedelia Sq., 2nd floor, 1000 Sofia, Bulgaria

Client Reference contact: Gergana Peneva, Service Quality, Research and Innovations Expert. 7 Sv.

Nedelia Sq., 2nd floor, 1000 Sofia, Bulgaria, Tel.: +359 2 923 2029,  
Gergana.Peneva@UniCreditGroup.bg

Start Date: April 2011

Contracted completion date: -

Actual or estimated completion date (if on-going): December 2012

Value of services: 40013 USD

Total number of expert months: 20

Name of associate consultant(s): -

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

*Description of actual services provided by your firm: fieldwork preparation, monitoring and execution. data entry*

Experts provided by your firm:

*Number of experts: 2 experts; Senior Quantitative Research Executive with more than 7 years research experience and more than 40 bank projects conducted in the last 3 years; Fieldwork executive with more than 3 years experience in market research and in mystery shopping surveys.*

*Number of expert months: 20*

Name of Project Director/Team Leader/Lead Expert: Ms. Vilena Saikova  
The above information was prepared on: 21<sup>st</sup> February 2011

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

Authorised representative of firm:

signature

21/2/2012

date

Alex Trotiuc

name in full