



Firm's References

Relevant services carried out over the last five years that illustrate the firm's capability

Assignment title: "Customer satisfaction survey"

Country of assignment: Lithuania

Name of client: First Data Latvia

Address of Client: Riga, Dzintaru street 37, LV-1010

Client Reference contact: Sigita Zalyte, Marketing manager, Ukmerges g. 220, 07166 Vilnius, +370 5 213 1903, Sigita.Zalyte@firstdata.lt

Start Date: 10/2008 (1st wave); 11/2009 (2nd wave); 11/2010 (3rd wave)

Contracted completion date: 12/2008 (1st wave); 12/2009 (2nd wave); 12/2010 (3rd wave)

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

Value of services: 1600 EUR + 1600 EUR + 1350 EUR

Total number of expert months : 2 + 2 + 2

Name of associate consultant(s): [if any]

Number of staff months of experts provided by associated consultant(s): [if any]

Description of actual services provided by your firm: face-to-face semi-structured interviews with **top managers at banks & other financial institutions (N=32 in the 1st and the 2nd wave; N=27 in the 3rd wave)**

Experts provided by your firm:

Number of experts: 3


Number of expert months: 2

Name of Project Director/Team Leader/Lead Expert: Mr. Ivars Motivāns

The above information was prepared on 23/02/2012

Firm's name: MRP-EURASIA office in Latvia

Authorised representative of firm:



Signature

24.02.2013.

Date

Mr. Ivars Motivāns

Name in full