

“FIVE STAR SUPPORT!
Very fast turn-around
and accurate answer.”

- Gordon Borowski/Live Nation

How Corptax Keeps Customers Happy

RAVES FROM WORLD'S FINEST



“The online support service is robust and intuitive - we find what we need quickly.”

- Sal Mazzullo/New York Life

1.6x

Almost 1.6x the industry standard Net Promoter Score™



98%

Customer Satisfaction rating vs. 90% industry standard

96%

Customer retention rate

We serve

50% of the **Fortune 500**



1,100 clients

Over **23,000** users

Filing across

100 countries



FOLLOW THE LEADER



TSIA CERTIFIED SUPPORT STAFF EXCELLENCE CENTER

Support foundation built on TSIA* Best Practices modeling rigorous standards drives exceptional performance

Earned TSIA Certified Support Staff Excellence Award annually since 2009



Ongoing commitment to staff development and best practices

Invests 2x industry average in technical training

“You have the best system/technical support of all of the corporate application vendors we deal with and that has been consistent for years.”

- Richard Torrone/Realty Services Group LLC.

“The Corptax support team is second to none. Just first-rate.”

- Jeffrey Wong/ITV International Corp

RAPID RESOLUTION

Resolution **on first contact**

40%
Corptax

37%
Industry Standard

Resolution **within 24 hours**



Corptax



Industry Standard

WHAT MAKES US TICK



Qualified
84% Corptax Certified Professionals



Fulfilled



Average employee tenure - 10 years

Happy

Employee Satisfaction

97%
Corptax

78%
Industry Standard

Professional

34%
Certified Public Accountants

“Customer Service is top notch, A+, bar none the best...biggest point you have that beats out any competitor.”

- Michael Lee/Teledyne

“Corptax Support is an incredible resource. They always go above and beyond to help out and get the job done correctly”

- Michael Cicerone/PwC

WHEN AND HOW YOU NEED IT

“The Support team makes me comfortable using Corptax as our tax software provider. They should be recognized for the excellent service they provide to their clients.”

- William Von Kolen/Freeport-McMoRan Copper & Gold Inc.

Weekend & Extended Hours

24/7 Support Knowledge Base*

*Customer-preferred self-help method

“In a time when we were really stressed, it was comforting that our support person was in it as much as we were.”

- Jessica Thompson/Gordon Food Service

HAPPINESS IS CONTAGIOUS

Our **commitment** to great customer support **motivates** and retains top talent who **inspire** clients to **transform** the business of tax every day.

Experience the Corptax® difference.

800.966.1639