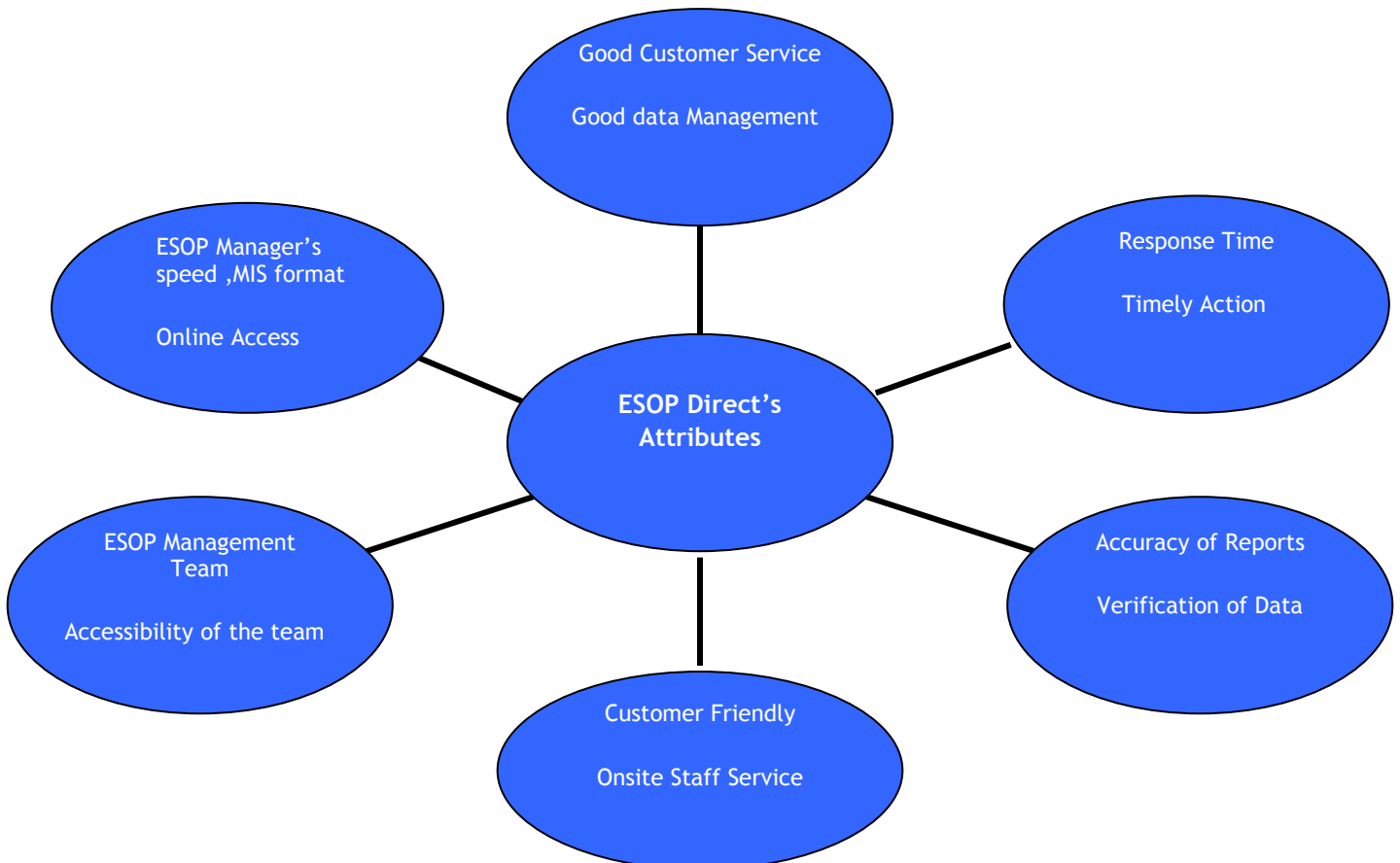


ESOP Direct CSAT - 2008 Survey Results

As a part of our annual assessment and keeping in line with the industry best practice of focusing on customer's experience, we recently surveyed **all our Plan Management** customers, probing about their experiences with ESOP Direct, quality of service rendered, timelines adherence and ESOP Direct's commitment to their business needs.

What our customers told us is that we do indeed provide a **better management experience**. In almost every aspect of ESOP management, our customers have ranked us high.

- Over 95% of our customers score us high on overall satisfaction with ESOP Direct, the value of ESOP Direct services and their willingness to recommend ESOP Direct to other firms.
- Some of the other attributes where our customers rate us high are as follows:



What our clients have to say

“Its being a nice experience to work with the whole team. The whole team is cooperative & helpful.” -Company Secretary of a large Private Sector multinational bank.

“It has definitely added value by availability of ESOP information in time to all stakeholders.” - Company Secretary of a leading provider of online recruitment, matrimonial & real estate classifieds and related services in India.

“Good experience. Customer handling is very good. Response time and understanding of requirement is good”- HR Manager of a business and advanced technology solutions provider.

“Over all it is good. All basic requirements for ESOP management are complied. About the team - Friendly, ready to help, responsive, coordinating team.” - Associate manager of a large offshore service provider.

“It’s been a great experience, especially on the turn around time for any queries and clarifications.”- HR Manager of a leading player in the retail sector.

“Generally very good experience. We have a long and co-ordial relation and look forward to continue the same and seek ESOP Direct's support in future also.”- Company Secretary & Senior Vice President (Law) of a large private sector bank.

“We are happy with the services....” - Manager Law & Secretarial of a large private sector bank.

“My personal experience with ESOP Direct is very good. I appreciate the attention your company pays to the issues raised and try to resolve them very fast” - Senior Manager - Finance of an enterprise solutions provider.

“My experience with ESOP Direct is very positive.”- Company Secretary, of an enterprise solutions provider.

“It is quite good.”- Dy. Company Secretary of a large engineering conglomerate.

“Our experience with ED is pleasant. The staff is co-operative and competent.” - Company Secretary of a leading Biofuels Technology Company.

“ESOP Direct are very prompt and responsive to queries raised by employees or by us... is a professionally managed company well geared to render professional services with regard to Employee Stock Options.” - leading global providers of Information Technology services and business solutions.