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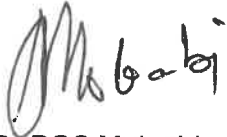
To whom it may concern

DMSA (Data Management and Statistical Analysis) has conducted a number of Member Surveys for GEMS over the years. In that time GEMS built a strong working relationship with DMSA and as a result thereof we have always appreciated their professionalism and expertise.

DMSA focuses on the 'so what' not just the survey process. The analysis of their results was statistically robust, and we were able to gain much insight from their final report.

I have no hesitation in recommending DMSA to any organisation that wishes to conduct a survey requiring feedback from customers and key stakeholders.

Yours sincerely,



Dr BOS Moloabi
Principal Officer

Date: 20/03/2020