

To whom it may concern,

Redefine have interacted with the DMSA team over the past year to undertake baseline Broker and Tenant surveys.

We found DMSA's initial knowledge and willingness to engage with our team, very valuable as it enabled us be part of structuring the questionnaires to ensure that we were able to practically analyze the results of the survey's and implement change strategies where required.

Their professionalism carried through to the undertaking the surveys. They provided continuous feedback as to the response rate and recommendations as to when they believed that they had a sufficient sample. The scientific confirmation that the sample size was large enough, ensured that the surveys were internally accepted as a true reflection of the status of our interactions with our Brokers and Tenants.

The resultant report and presentation to our Manco and Property Management team was very well presented, ensuring that we were able to gain as much insight into which areas we were managing our Brokers and Tenants very well as well as were improvement was required.

We would highly recommend DMSA for any customer experience surveys and customer journey analysis.

Yours Faithfully

A handwritten signature in black ink that reads "Scott Thorburn".

Scott Thorburn  
General Manager: Inland