

A stylized white map of North America is centered on a dark blue background with orange geometric shapes. The map is composed of several white polygons of varying sizes, creating a fragmented, puzzle-like appearance. It is enclosed within a thin orange rectangular border.

# CUSTOMER SATISFACTION REPORT

**2020 FACTS & FINDINGS**  
**NORTH AMERICA**



# CONTENT

**03** ABOUT CAMBRIDGE

**04** VOICE OF THE CUSTOMER

**05** RESPONDENT DATA

**11** NET PROMOTER SCORE

**12** INDUSTRY ACCOLADES

**13** IN THEIR OWN WORDS

# ABOUT CAMBRIDGE

Global businesses trust Cambridge to power their cross-border payments, execute plans to manage their currency risk and ultimately help grow their businesses around the world. At Cambridge, we aim to deliver unmatched service and expertise with respect to moving money globally. Utilizing our proprietary payment automation technology and currency risk mitigation solutions, we take pride in connecting businesses large and small with the global financial markets and businesses all over the world.

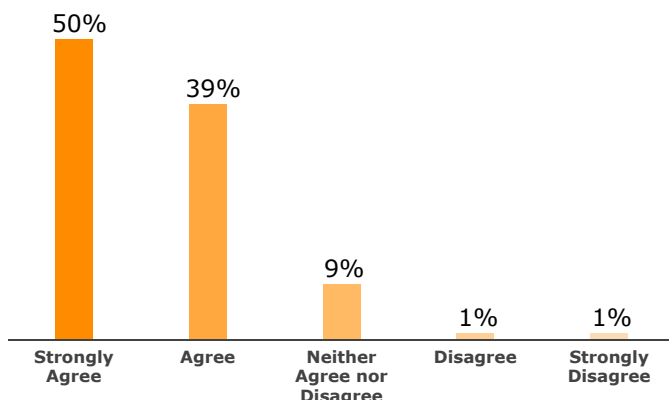
We are partnered with more than 100 correspondent banks and counterparty trading institutions in 6 continents comprising a vast and efficient network of payment gateways and in-country processing networks. We make payments globally, leveraging local relationships.

You can feel confident working with Cambridge, as we are backed by our parent company, FLEETCOR Technologies, Inc. (NYSE:FLT) a leading global business payments company based in Atlanta, Georgia, USA. FLEETCOR is a Fortune 1000 firm, an S&P 500 member and has \$2.6B in annual revenue with a market capitalization of \$24B USD.

This year, the pandemic had a huge impact across global economies and the businesses that drive them. Many of our customers experienced new challenges.

From the onset of the COVID-19 crisis, we were committed to providing a proactive response to the associated changing market conditions. We hosted a series of webinars designed to help customers respond to changing financial conditions, extended our service hours in anticipation of customers' needs, transitioned seamlessly to a remote work environment, all while remaining focused on delivering premier service amid maintaining preventative measures in order to help contain the spread of the virus.

In fact, as it related to the shifting economic conditions associated with COVID-19, here are our customers' thoughts on whether our response was sufficient to support their changing business needs:

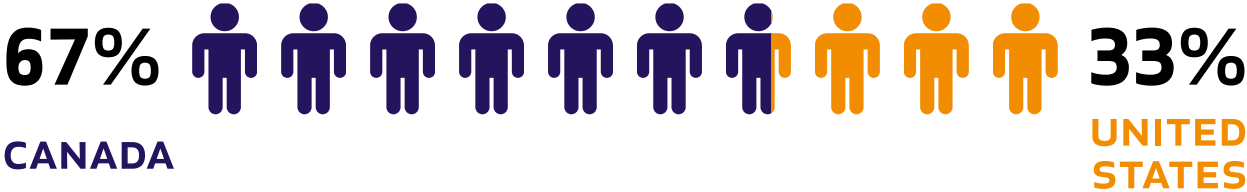


# VOICE OF THE CUSTOMER

Cambridge is committed to developing and delivering leading cross-border payment and FX solutions that effectively meet the business needs of our valued customers located around the globe. As part of this commitment, we are continually evaluating our offering in order to identify opportunities to enhance our solutions and deliver the highest level of customer experience.

Our customers' feedback provides us with valuable insight we can use when evaluating not only our current solutions and service, but also future product developments. As such, our annual customer satisfaction survey captures multiple facets of the "Voice of the Customer". The information gathered complements the insight shared by customers with their Cambridge representatives, and enables us to make more informed decisions in regard to solution enhancements, to gauge interest for new products, and gives us a sense of our overall performance. The following are the results from our **2020 North American Customer Satisfaction Survey**. We are extremely proud of the results and feel strongly that the feedback received will be very beneficial in helping guide Cambridge's future. We look forward to your participation in future surveys.

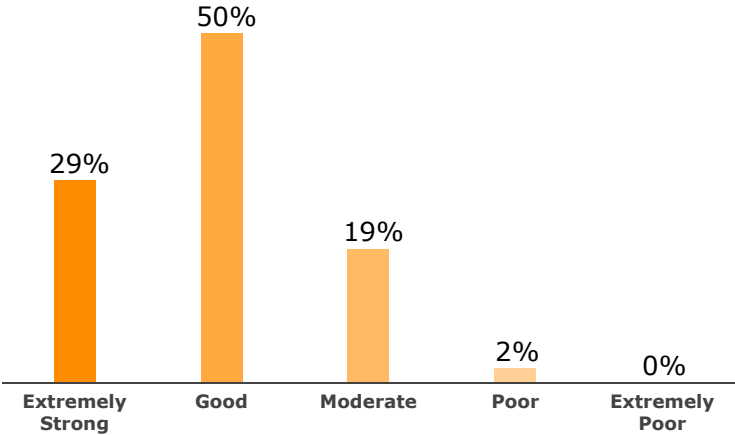
## WHERE ARE OUR CUSTOMERS?



**ALL AVERAGE SCORES REPRESENT A RATING OUT OF 5.**

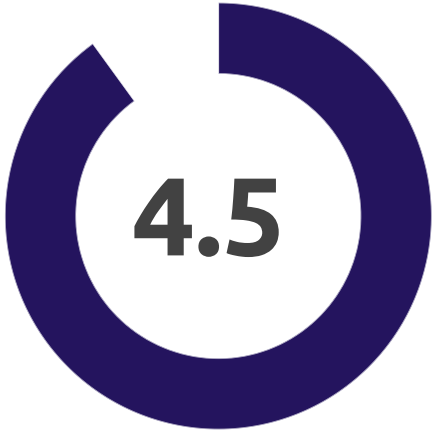
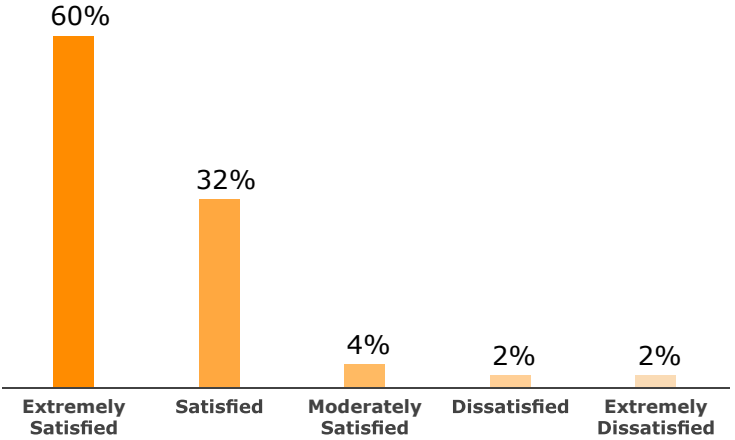
# RESPONDENT DATA

How would you rate Cambridge's overall brand recognition in the marketplace?



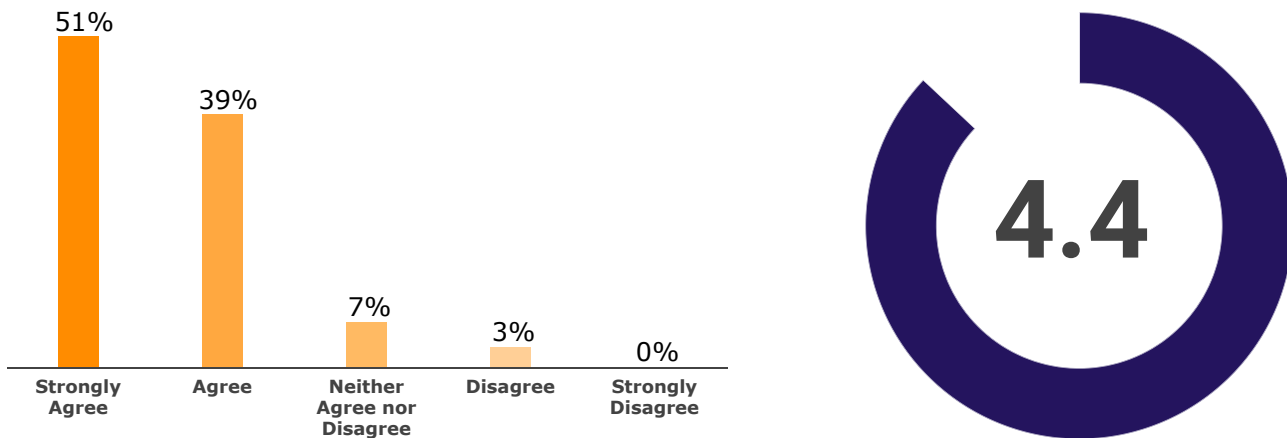
Our business model has progressed, from a transactional forex broker to a sophisticated fintech and currency risk management firm, and a key component of that growth has been tied to the strength of our brand in the marketplace - our brand aligns with our wider corporate vision and goals. Strong brands, when supported by strong operations, create loyalty and consistently outperform. With the help of our world-class image, we will continue to provide industry leading service and technologies.

How satisfied are you with the overall quality of Cambridge's products and solution offerings?



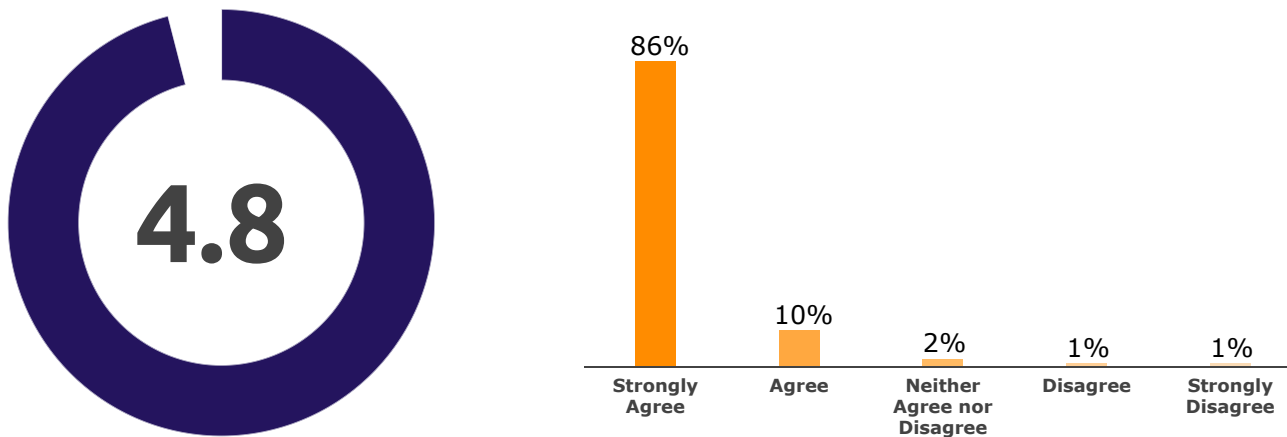
Growing businesses require smart payment technology solutions that seamlessly integrate not only with operational processes, but with users' busy lifestyles. Our intuitive trading and payments platform offers a modern User Interface that guides you through the complexities of international payments and FX trading.

Does Cambridge provide you with all the necessary tools as it relates to your international payments and/or foreign exchange needs?



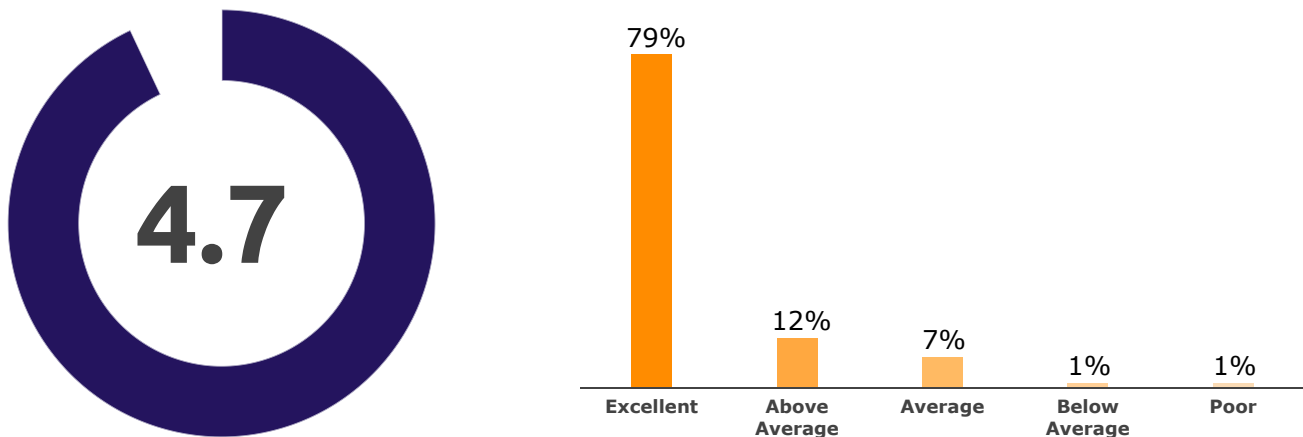
Cambridge's global payments and foreign exchange solutions includes: dedicated customer service teams, real-time SWIFT copies, document attachment, customizable reporting, in-country payments, multi-currency holding balances, IBAN validation, online investigations, ERP integration, and much more.

Based on your experience, your Cambridge Representative is knowledgeable and professional.



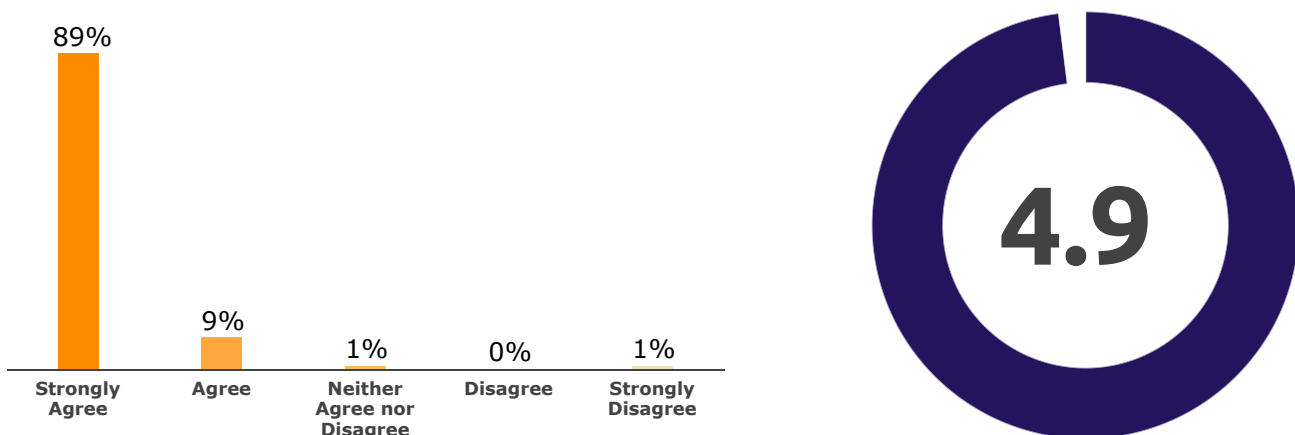
Not only are our customer support teams available nearly 24/6 globally, our workforce collectively speaks 39 languages. Our account management and customer service teams play a pivotal role in ensuring that Cambridge remains innovative, customer-oriented and focused on results.

How would you rate your Cambridge Representative's ability to understand your business and offer solutions that effectively address your needs?



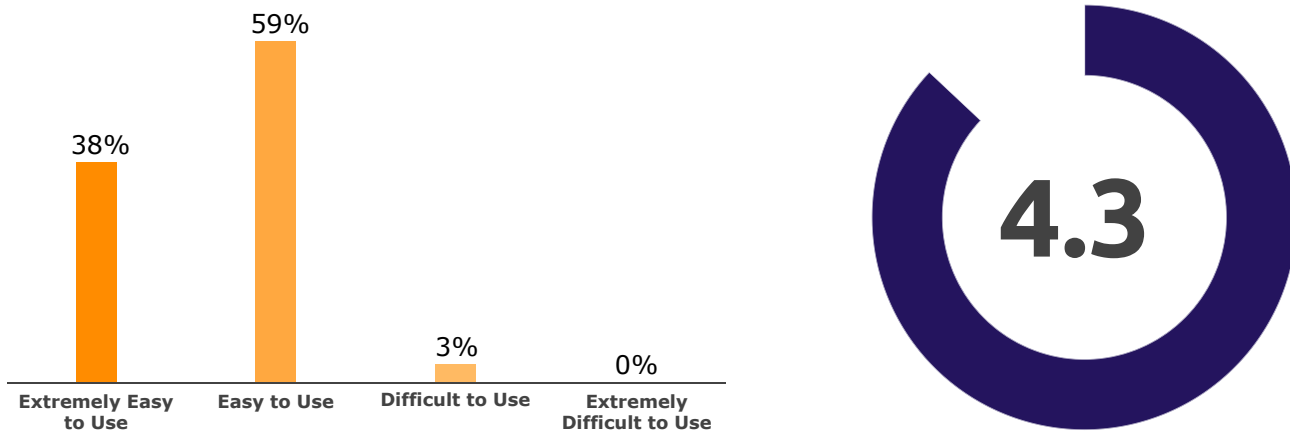
Cambridge's internal training and development practices focus on investing in our people, to ensure that they develop the necessary skills to meet customers' needs on every level. We also offer a wide selection of formalized external training opportunities, through channels such as ACAMS, CPA, CTP, and CSC, to name a few.

Based on your experience, your Cambridge Representative consistently responds to your enquiries in a timely manner.



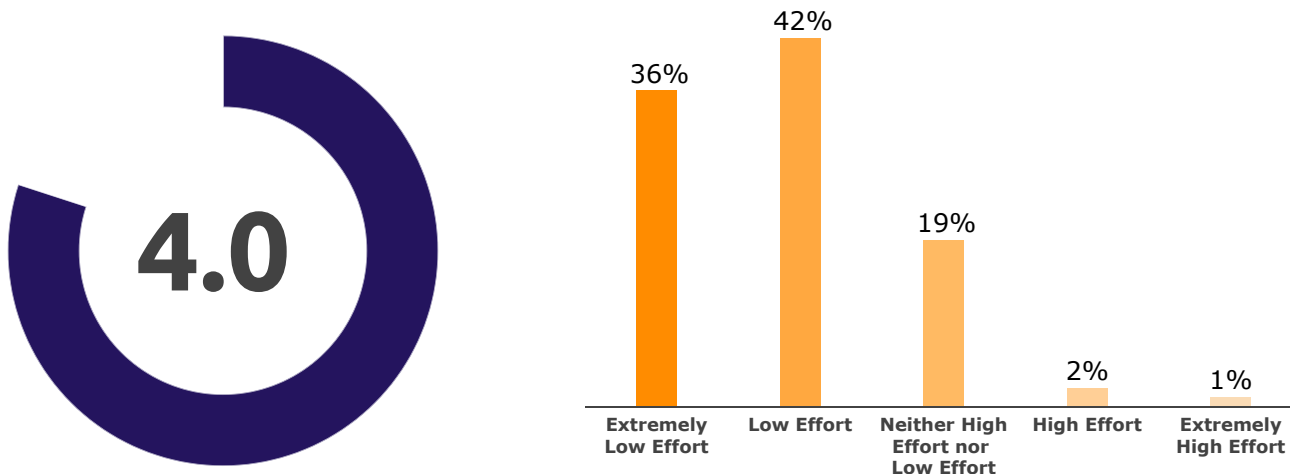
Cambridge's dedicated service level commitment underscores the importance we place on responsiveness to our customers' inquiries. Both our account representatives and customer support teams place a strong emphasis on relationship building, interdepartmental communication and creating positive opportunities for customers.

If you have used any of the services available through Cambridge's online payments and trading platform, how would you describe your overall experience?



Cambridge has one of the most easy-to-use and secure platforms in the marketplace. The 24/7 access provides customers with the ability to effect payments in real time, anywhere across the world; our mobile app takes this functionality one step further, providing access to the global marketplace from the palm of your hand.

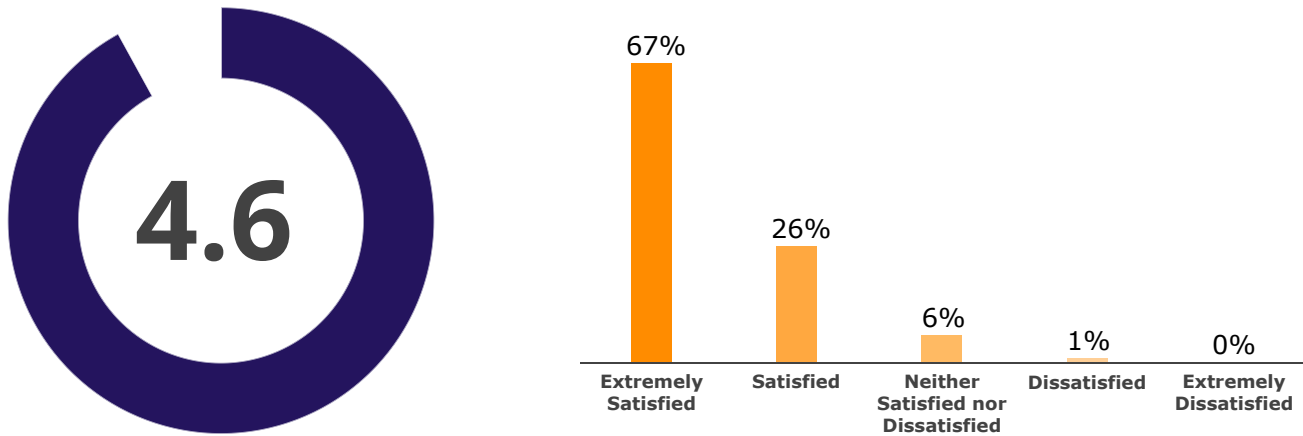
How much effort does your company have to put forth when working with Cambridge for your international payments and/or foreign exchange needs?



We pride ourselves on being an ideal business partner - not just a service provider. We do the heavy lifting, ensuring that customers spend the least amount of time on implementing our solutions, and executing payments. Our style of customer service is best described as "high touch", as we are committed to direct, personal service.

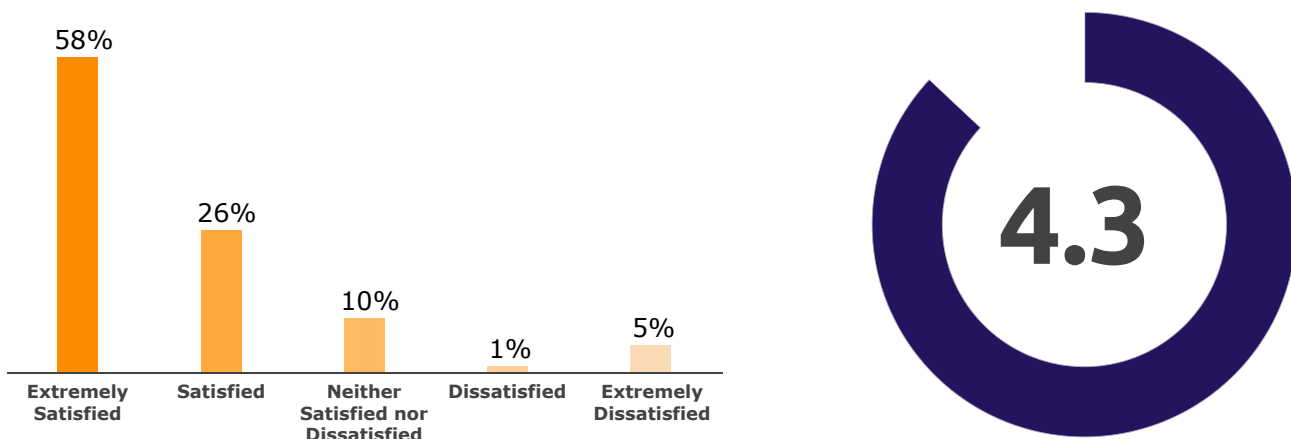


If you have contacted Cambridge's Client Support team, how satisfied were you with their response time and their ability to keep you properly informed?



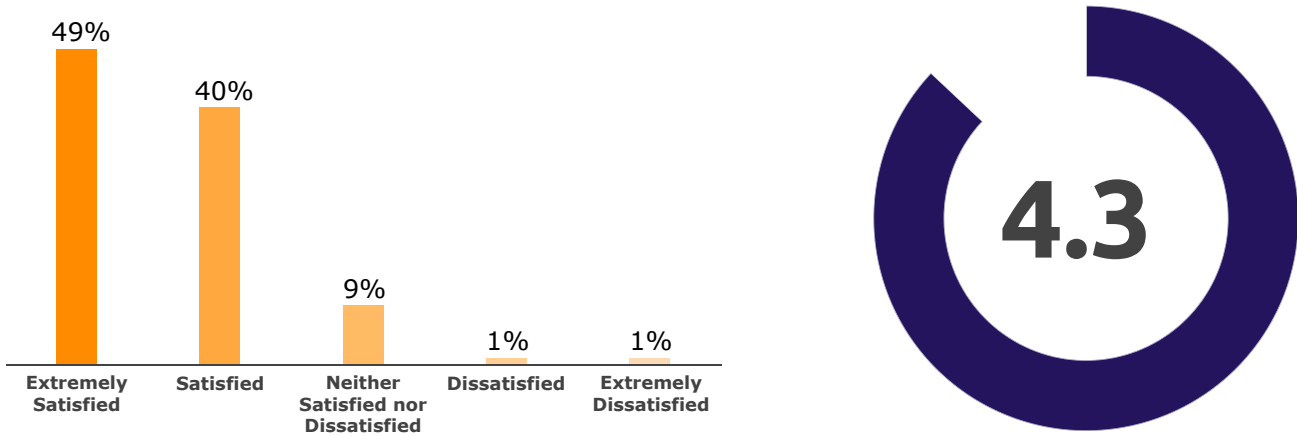
Cambridge's customer support team is one of the most important touch points we have with our customer base. They are responsible for coordinating internal departments to deliver prompt and informative responses on a variety of customer queries, including complaints resolution, payment processing, and error investigation.

If you have contacted Cambridge's Client Support team, how satisfied were you with the overall experience?



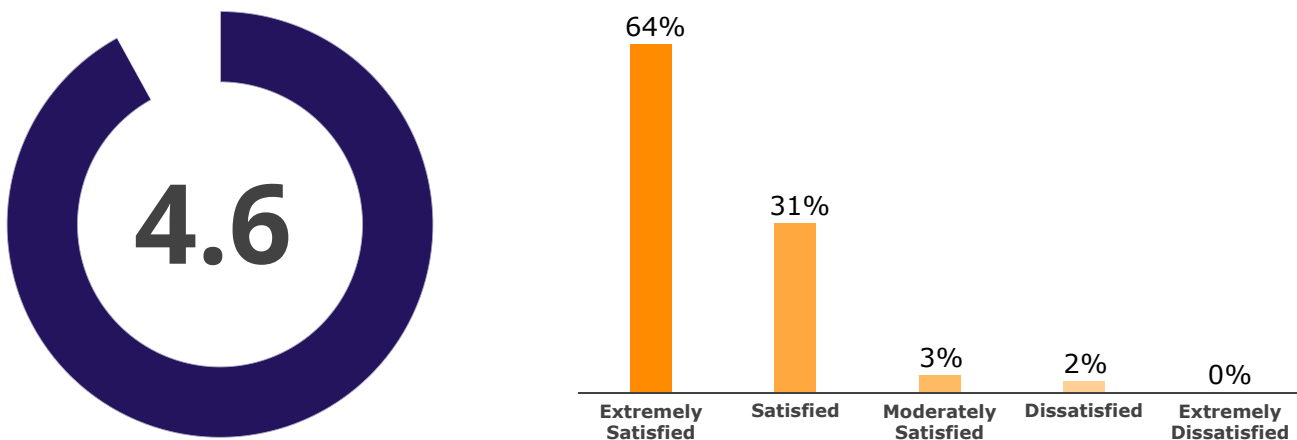
Cambridge's customer support team was created in response to the technologically evolving landscape in the financial services sector. To support this growth, our dedicated group of specialists are responsible for training, implementation, integration, support and ongoing relationship management for customers.

How satisfied are you with the frequency with which Cambridge contacts you, either through your Account Representative or through email marketing?



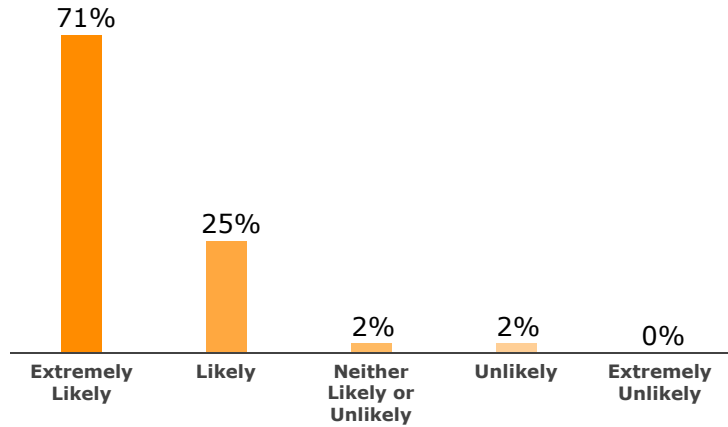
Cambridge periodically reaches out to customers on a courtesy basis, with communications such as corporate updates, help desk tips, online updates and notifications, webinar information and invitations, compliance news, market insights, forecasts and analyses, product enhancements.

Overall, how satisfied are you with Cambridge as an international payments and foreign exchange solutions provider?



Our business model has progressed, from a transactional forex broker to a sophisticated FinTech and risk management firm. Our retention rate of customers is extremely high, and our strong operational capacity consistently outperforms, creating loyalty amongst our valued customers.

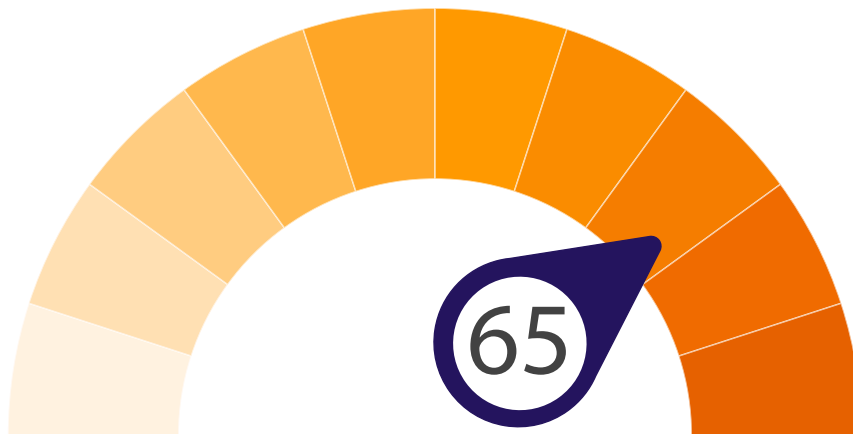
How likely are you to continue to use Cambridge as your international payments and/or foreign exchange provider?



Global businesses trust Cambridge to power their cross-border payments, execute plans to manage their currency risk and ultimately help grow their businesses around the world. With the help of our world-class brand, we will continue to provide industry leading service and technologies.

## NET PROMOTER SCORE

How likely is it that you would recommend Cambridge's international payments and/or foreign exchange solutions to a peer?



An NPS is a metric that indicates how likely it is that our customers would recommend us. An NPS is measured on a scale of -100 through +100.

# OUR INDUSTRY ACCOLADES

Specialist Service Provider of the Year Award (2018)		International Payroll Payments Supplier of the Year (2020 & 2019)
Canada's Fastest Growing Companies Ranking (2017; 5-time winner)		Product Innovation Award in FX for Our Cambridge Link Mobile App (2017)
Innovative Payments Technology of the Year Award (2016)		Canada's Best Managed Companies Award (2017; 2-time winner)
Excellence in Straight Through Processing Award (2015; 8-time winner)		Product Innovation Award in FX for Our Enhanced User Interface (2015)
		Most Innovative FX Platform Award (2013)

“

## IN THEIR OWN WORDS

Cambridge provides us with an ease of doing business and competitive pricing.

Alexandre Bernier, VP Finance  
**Plotly Technologies Inc.**

We have a lot of confidence in Cambridge and in our Cambridge Account Representatives. Our Representatives are a part of our team. We have multiple companies who have unique issues and FX requirements. Cambridge has consistently solved all of our international issues - even with the hard-to-reach markets.

Ann S Fehr, CEO  
**Fehr & Associates**

Very good customer service, with fast turn-around times. We receive a high level of availability - our Account Representative is always there when needed. We're always provided with a great level of detail when we ask for it, and they aren't overly aggressive in terms of pushing product.

Steve Lawlor, Financial Controller  
**Genoa Design International**

Cambridge always offers professional, courteous service. Wire transfers are easy and fast.

Stefano Fumasoli, General Manager  
**Rhynstar Inc.**

Due to the excellence of your customer support and the sustainability of your business model - especially during the current world-wide COVID-19 pandemic - I'd recommend Cambridge to anyone.

James Shen, Accounting Manager  
**ToursByLocals**

We have a lot of confidence in Cambridge and our particular Representatives, who has given us great service for 20 years. They do what they can to give us the best rates, but for us, security and integrity is more important. On occasion we have done much larger trades than we normally do, and Cambridge did their best to earn our business with a better rate and the security in knowing that our trades will settle. We know of incidents with other firms where funds have gone missing and people have lost their money due to unscrupulous practices. We rest easy when working with Cambridge.

Loren Spigelman, Director  
**Golden Elms Limited**

My experience with Cambridge has just started, but my Account Representative has been very knowledgeable and very responsive. I'd recommend them!

Matthew Dixon, Finance Director  
**AMSOIL INC.**

“

## IN THEIR OWN WORDS

Cambridge has helped us develop a fully integrated live API environment, which allows us to make thousands of International and domestic payments in seconds.

Karen Volcsey, VP Finance  
**GMMI, Inc.**

Professional staff, who solve any matter that comes up quickly and diligently. Cambridge is always there to support the client.

Roseline Fernandez, Accounting Manager  
**WRT WORLD ENTERPRISES INC**

I would (and do!) recommend Cambridge, as they're the only company I'm aware of that can process our third party checks from our customers.

Alene Roland, Sr. Accountant  
**EarthTronics, Inc.**

I've worked with my Account Representative for a number of years, and words cannot express how wonderful he is. Cambridge has made all of my international transactions effortless and I can be confident that the service I receive is always exemplary!

Robin Devine, President  
**Time Is Ticking Inc.**

My Account Representative does his utmost to take care of my needs. The online trading platform is also easier than any other I've encountered in Canada.

Dantzel Lee, Financial Controller  
**Brace Yourself Games Inc.**

My Account Representative is amazing to work with, and even takes the time to remind me when there's something I need to know.

Lisa Gatti, Controller  
**GrapeCity Inc.**

My Cambridge Account Representative is great, and he's a large part of the reason I stay at Cambridge. He's a very involved, and works hard for us.

Peter Chakiris, CEO  
**Binder International of Boston LLC**

Easy platform. Good exchange rates. Good service. I'd definitely recommend Cambridge!

Robert Deutsch, President  
**Deutsch Inc.**

*Cambridge provides no representations or warranties regarding the accuracy, reliability, or serviceability of any information or recommendations provided in this publication, or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS, and the use of this information or the implementation of any recommendations or techniques herein is a customer's responsibility and depends on the customer's ability to evaluate and integrate them into the customer's operational environment. The information contained herein is proprietary and confidential to be used only by the designated recipient. The contents are not to be shared with any person or entity other than the addressee. Retention of this document signifies your agreement to treat the information as confidential.*

*Cambridge Global Payments is a trade name used by the following legal entities: Cambridge Mercantile Corp., Cambridge Mercantile Corp. (U.S.A.), Cambridge Mercantile Corp. (UK) Limited, Cambridge Mercantile (Australia) Pty. Ltd. Cambridge Mercantile (Australia) Pty. Ltd. operates under ABN No. 85 126 642 448 and AFSL No. 351278. Cambridge Mercantile Corp. (UK) Limited t/a Cambridge Global Payments is registered in England and Wales, Company No. 5271222, and is authorised by the Financial Conduct Authority (FRN 900702) under the Electronic Money Regulations 2011 for the provision of electronic money and payment services, and is registered with the Information Commissioner's Office, Registration Number ZA031019. Cambridge Mercantile Risk Management (UK) Ltd t/a Cambridge Risk Management is registered in England and Wales, Company No. 8363276, and is authorised and regulated by the Financial Conduct Authority, No. 596682, and is registered with the Information Commissioner's Office, Registration Number ZA031021. The registered office for both companies is at 71 Fenchurch Street, 10th Floor, London, EC3M 4BS.*

**GLOBAL  
HEADQUARTERS**  
Toronto, Canada

(416) 646 6401  
info@cambridgefx.com

**UNITED STATES  
HEADQUARTERS**  
New York, United States

(212) 594 2200  
info@cambridgefx.com

**EUROPE  
HEADQUARTERS**  
London, England

+44 (0) 20 7398 5700  
info@cambridgefx.co.uk

**AUSTRALIA  
HEADQUARTERS**  
Sydney, Australia

+61 (2) 8076 6500  
info@cambridgefx.com.au