

MSC BELGIUM

# MSC BELGIUM NV

## QMS SURVEY 2009

Dear Customer,

Within the world of MSC we cherish our customer's opinion and are always seeking for opportunities to enhance our services. During December 2009, we approached a large group of customers with the request to fill in our two yearly survey.

We performed analysis on the collected survey data, in order to determine areas of improvement. Overall, using the survey results, we can conclude that the majority of the respondents had a positive opinion about MSC services.

MSC Belgium was also very pleased to offer an incentive, a cruise for two persons on the MSC Fantasia for the period 01/05/2010 – 08/05/2010 as well as the flights Brussels/Marseille/Brussels.

The winner appointed by our system is:

Mrs. Els Vanderstukken, Industrial Departement - Polytra NV



The MSC Team wishes Els a 'bon voyage' and also thanks all of you for participating at the survey.

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