

HUFVUDSTADEN

MEDIA RELEASE

Hufvudstaden wins customer satisfaction award for fourth consecutive year

The sector's most satisfied office tenants are Hufvudstaden tenants. Once again, Hufvudstaden ranks top among large companies in Sweden's leading property association's annual customer survey, Fastighetsbarometern.

Fastighetsbarometern's annual customer satisfaction index (CSI) is a key yardstick for the industry and provides valuable insights into areas for development and improvement. This year, the survey's large company category is again topped by Hufvudstaden, which achieved a CSI of 86, an increase of three points from the previous year. The average for the industry this year was 76 on the 100-point scale. Hufvudstaden had the highest value for image, problem reporting, communication, contact person and location; while as many as 93% of respondents said that they would recommend Hufvudstaden as a landlord to their business acquaintances.

"I would like to extend my thanks to our customers for the trust they show us year after year. We see this as proof that our goal – to live up to customer expectations – is a winning concept. This survey is important for us as we continue to develop and become an even better landlord that supports our customers' businesses," says Ivo Stopner, President of Hufvudstaden.

Quality and long-term customer relationships are key cornerstones of the company's business concept. Hufvudstaden works constantly to enhance its service level and to develop its customer relationships so that it can help ensure that its customers are even more successful.

"It is incredibly satisfying that Hufvudstaden has once again been ranked in first place in the survey. It is our employees' combined performance that enables us to deliver the industry's best service. Our clear focus of putting our customer in the centre not only results in satisfied customers, but also internal pride, which makes our job even more enjoyable," says Ivo Stopner, President of Hufvudstaden.

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Ivo Stopner
President

Facts: Fastighetsbarometern is organised by industry body Fastighetsägarna Sverige and consultancy CFI. More information about Fastighetsbarometern is available at www.cfigroup.se, (in Swedish).

For more information, please contact:

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Hufvudstaden owns properties and rents out offices and rental premises in central Stockholm and central Gothenburg. Our property portfolio includes some 30 properties with a combined rental area of approximately 385,000 sqm. The market value of the portfolio amounts to around SEK 46 billion. The property part of the business employs about 130 people. Learn more at www.hufvudstaden.se.