

## PRESS RELEASE

### **Hufvudstaden wins customer satisfaction award for fifth consecutive year**

**Hufvudstaden has confirmed its top position on the list of large companies in Sweden's Fastighetsbarometer – a major annual customer survey of office tenants. Hufvudstaden retained its top rating from the previous year with a Customer Satisfaction Index (CSI) of 86.**

*"I would like to extend a big thank you to all our customers who, through their participation in the survey, help us to continuously develop and improve our business operations. Hufvudstaden makes a point of having its own staff in administration roles and the survey results clearly show that this has a positive impact on customer satisfaction,"* says Anders Nygren, President of Hufvudstaden.

The Fastighetsbarometer annual customer survey is a key yardstick for the industry and provides excellent insights into areas that need improvement. This year, the survey's list of large companies is once again topped by Hufvudstaden, which achieved a CSI of 86, the same result as last year. The industry average was 77 on the 100-point scale. Hufvudstaden had the highest values in terms of contact staff, location, fault reporting, and information, while a massive 95% of respondents stated they would recommend Hufvudstaden as a property manager.

*"We are incredibly proud to have maintained our index value of 86 from last year. This has been the result of long-term collaboration across the entire organization with all employees having an important role to play. Our goal is to contribute to making customers more successful in our properties,"* says Lars Orrvik, Service Director at Hufvudstaden.

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HUFVUDSTADEN AB (publ)

Anders Nygren  
*President*

**Facts:** Fastighetsbarometern is organised by industry body Fastighetsägarna Sverige and consultancy CFI. More information about Fastighetsbarometern is available at [www.cfigroup.se](http://www.cfigroup.se)

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