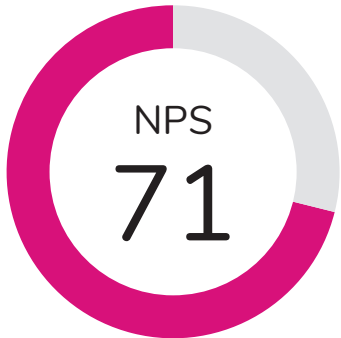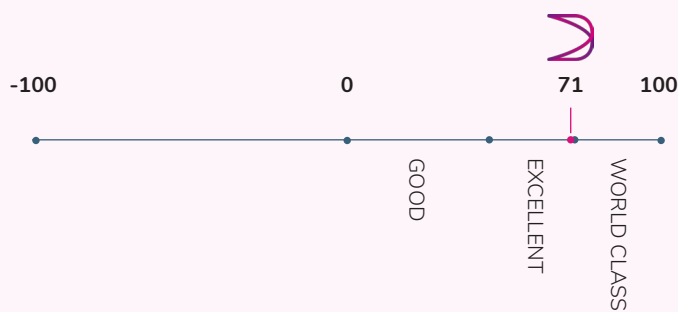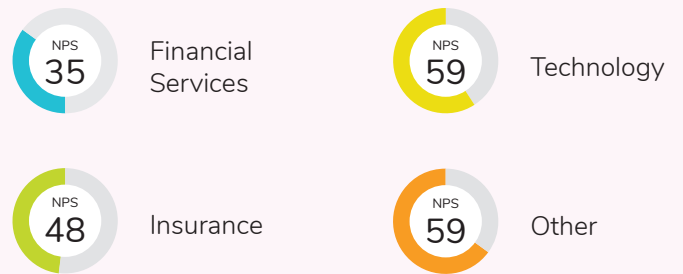## Paymerang's Net Promoter Score

NPS
71

What is a Net Promoter Score (NPS)?

NPS is a popular customer loyalty metric. A Net Promoter Score can range from -100 to +100 depending on how loyal and enthusiastic a company's customers are.

How We Measure Up

-100   0   71   100

GOOD   EXCELLENT   WORLD CLASS

Paymerang Beats Industry Benchmarks

NPS **35** Financial Services

NPS **59** Technology

NPS **48** Insurance

NPS **59** Other

CUSTOMER COMMENTS

" We literally make money by outsourcing a significant portion of our disbursements. This enables us to stay lean and uncovers capacity for our finance team to work on other projects."

" Paymerang has excellent customer service and saves me huge amounts of time every week. The system is also very user friendly."

" Great customer service! While saving our organization money, vendors love not having to wait for their payment by mail."

" The system is so easy to use and getting reward dollars for processing payments with Paymerang is a great plus."

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paymerang℠

CUSTOMER COMMENTS

"You have done what you promoted and the support has been great!"

"The customer service is superb. Everyone is friendly, helpful and I always get a quick response."

"Saves time and money. Paymerang does the work on establishing payment options for each vendor and all the follow-up on uncashed checks."

"Paymerang was an easy set-up and they do all of the work in determining how to pay our vendors. They maximize card payments so that we earn excellent rebates."

"Friendly to use and good customer service!"

"I love the quick process and the website is extremely user-friendly."

"I love the fact that there is ACH sign up. This is great for a lot of faculty, staff and coaches — their reimbursements are deposited straight into their account."

"Everyone I've contacted with any problem has been knowledgeable and their instructions have been easy to understand. My questions have always been answered on time both by e-mail and phone."

"We saved time and money by using Paymerang. There really are no cons."

"Love the customer service. They are all a great team to work with."

Our customer survey was conducted on 7/24/17 with all our users. NPS industry data was collected from npsbenchmarks.com.

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