

## **2024 OVERALL SERVICE METRICS**

IN 2024



**PEOPLE RATED WFG** 

WFG'S ONLINE REVIEWS IN PLACES LIKE GOOGLE AND FACEBOOK AVERAGED



**4.9** STARS

HOW LIKELY ARE PAST WFG CLIENTS TO REFER WFG'S SERVICES TO SOMEONE THEY KNOW?

9/10

CUSTOMERS RESPONDED WITH A LIKELIHOOD OF **9** OUT OF 10 WFG'S 2024 NET PROMOTER SCORE SM\* IS 92



**92** IS CONSIDERED TO BE A WORLD-CLASS RATING ACROSS ALL INDUSTRIES

\*Net Promoter Scoring is a model used to measure customer satisfaction. Net Promoter Score<sup>5M</sup> is the service mark of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.



Thank you for trusting us with your business. Everything we do is Because of **YOU**<sup>®</sup>.