

Carl Zeiss Meditec Customer Satisfaction

By any standard, our Customer Loyalty Program rates an "A".

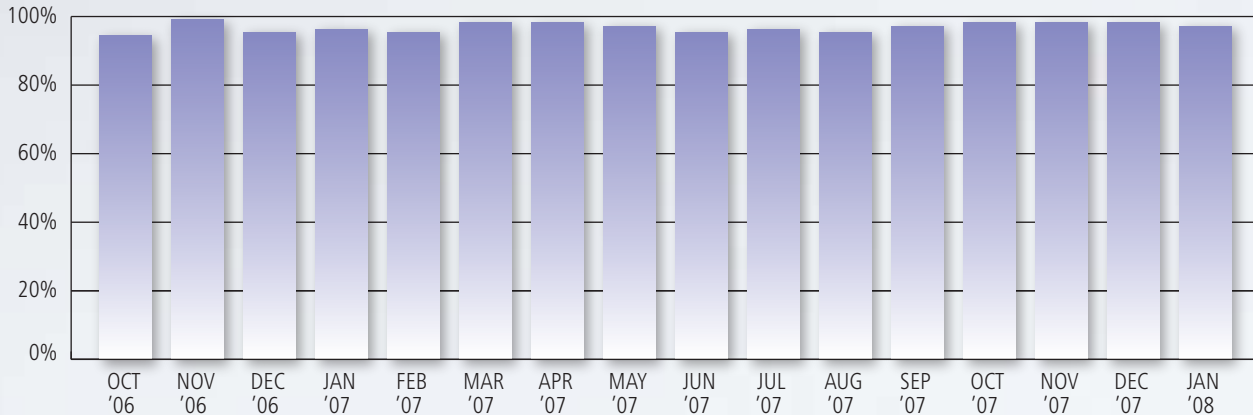
Excellence in customer care is paramount to good business. At Carl Zeiss Meditec, it is the foundation of our Customer Loyalty Program and the driving force behind our monthly satisfaction survey. Each month, independent research conducted by the Omega Management



NorthFace Award for Excellence in Customer Satisfaction

Group measures our performance within six parameters: customer service, technical support, field service, training, installation and sales. In 2007, we were awarded the prestigious NorthFace Award for Excellence in Customer Satisfaction for the fifth straight year.

Month-after-month, the Carl Zeiss Customer Loyalty Program averages 96% on an overall satisfaction index*.



What our customers are saying

*"We've had great experiences with Customer Service as we always got to speak with a live person who assisted us with any questions we had. **Our local Field Service Engineer has been instrumental in our success**, consistently delivering service beyond our expectations. We forged a very positive long-term partnership with Carl Zeiss Meditec."*

Pam Triola
Daniel Foreman, MD

*"Our Carl Zeiss representative was great. **He went beyond the call of duty** in helping us install the equipment."*

Dr. Jeremy Ciano

*"I was very satisfied with my experience with technical support as **they were able to quickly identify and resolve my problem.**"*

Alan Morris
Alamance Regional Medical Center

*"**We had an exceptional experience with our trainer.** He tailored the training to our staff's skill level and took the time to cover the material thoroughly."*

Kathy Monahan
Ralph Del Negro, MD

*Data was obtained from a random sampling of Carl Zeiss Meditec customers.

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