CUSTOMER SURVEY
2017

In order to further improve the quality of our service, we carried out a customer satisfaction survey. Our customers' evaluation of our service quality remains a key element that contributes to our performance and creativity.

68% of customers did actually reply!

OVERALL SATISFACTION

4.3/5

★★★★☆

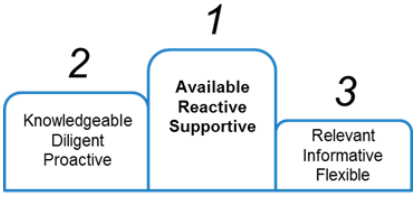
ORBIS SERVICE COSTS

- **Fair: 72%**
- **Excellent value for money: 13%**
- Too expensive: 15%

TRUST INDEX

- **80% will definitely recommend ORBIS**
- **20% will probably recommend ORBIS**

WHAT OUR CUSTOMERS THINK OF US



ORBIS

www.orbis-alliance.com

TESTIMONIES

Our customers say it best! See what they are saying about working with us.

"A very professional company with a human face. I really appreciate the mind of ORBIS. I would recommend them for those looking for a trustworthy legal firm in HK."
Frederic AUBERT - Managing Director – Inasia

"I have known Orbis since its creation and used their services for more than 15 years. I warmly recommend them to anyone who wants to set up a company or get support and advice in Asia."
Olivier DEWAILLY - Asia Sourcing Director - ETAM International Sourcing

"SpeedShare Limited was incorporated with the help of ORBIS. Due to ORBIS' excellent knowledge of the HK market we were able to avoid numerous pitfalls."
Benjamin GRENON - Managing Director - SpeedShare Limited

"High value service, reliable, very efficient, and their staff are very pleasant to work with. We've been working with them for 10 years."
Jean-Serge IMBERT - Supply Chain Senior Manager - Serge Ferrari

"Orbis HK has been supporting my business since the mid 00's and I'm still delighted with their availability and seriousness. It is definitely great to know that they handle everything on your behalf. Congrats and thanks."
Hugues BEUREL - CEO - Meca-Inox

"We have been working with Orbis since 2006 and they have managed to support us with many tasks from company incorporation, to daily operations without any issues. The service is very professional."
Elie DE COIGNAC - CEO - Splendia

ORBIS

www.orbis-alliance.com