

CUSTOMER SERVICE

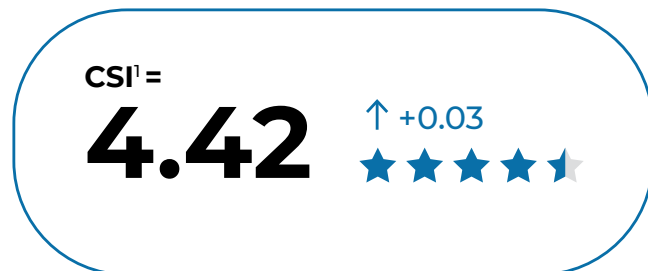
The Company has been able to maintain a high level of customer service through constant focus on service quality improvement. Improving passenger experience is a top priority for the Company.

CUSTOMER SERVICE LEVELS

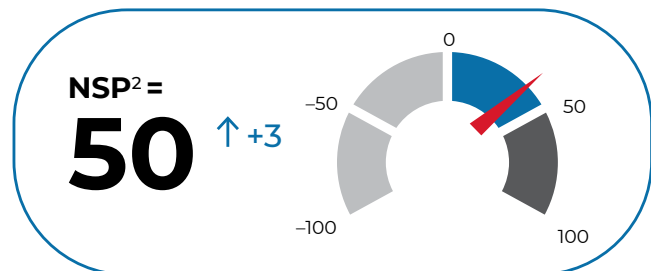
Passenger satisfaction with service quality is monitored on a regular basis through online surveys at opros.fpc.ru. This channel provides the Company with recent feedback and customer reviews enabling prompt responses to passenger comments and suggestions.

According to passenger evaluation of service quality in 2021, customer satisfaction score was 4.42 on a 5-point scale, up 0,03 point from the 2020 level.

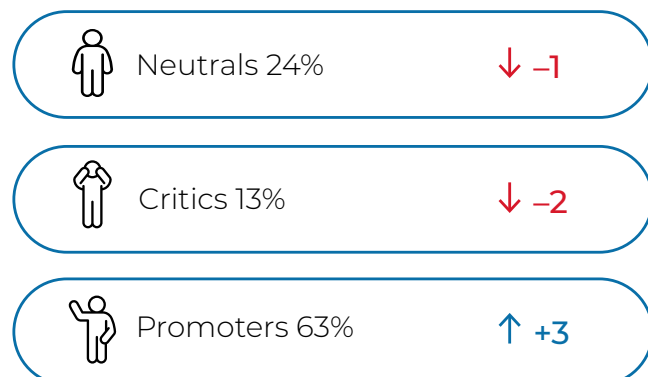
Service quality evaluation



Level of service loyalty



Passenger loyalty index by the end of 2021



Number of respondents —

342,209

PEOPLE

Research method:

ONLINE SURVEY

¹ Customer Satisfaction Index.
² Net Promoter Score.

Overall passenger satisfaction with JSC FPC services is based on passenger ratings of the following:

- Ticketing process (online, in a mobile app or booking offices)
- Fare pricing
- Customer service on-board (travel comfort, technical condition and cleanliness of carriages, attendants' performance, quality of bed linen and travel kit)
- Catering (prepaid meals, dining carriage services and merchandise)
- Loyalty programme

In order to develop service and improve the competitiveness of the Company, as well as to determine the level of passenger loyalty to the Company and willingness to recommend its services, the NPS¹ index is regularly monitored.

In 2021, the NPS index is recorded at 50. This index has increased by 5 p.p. compared to 2020. Passengers are loyal to the Company, as the share of promoters is 49% larger than that of detractors.

Key customer service quality metrics

Fare	4.11
Loyalty Programme	4.35
Bedding	4.47
Sanitary condition	4.38
Attendants' work	4.69
Ticket purchase	4.71
Travel with children	4.35
Travel kit	4.51
Security	4.51
Dining carriage services	4.08
Pre-paid meals on board	4.03
Comfort category	4.37
Technical state of carriages	4.48
Poputchik (Fellow Passenger) portal	3.61

