

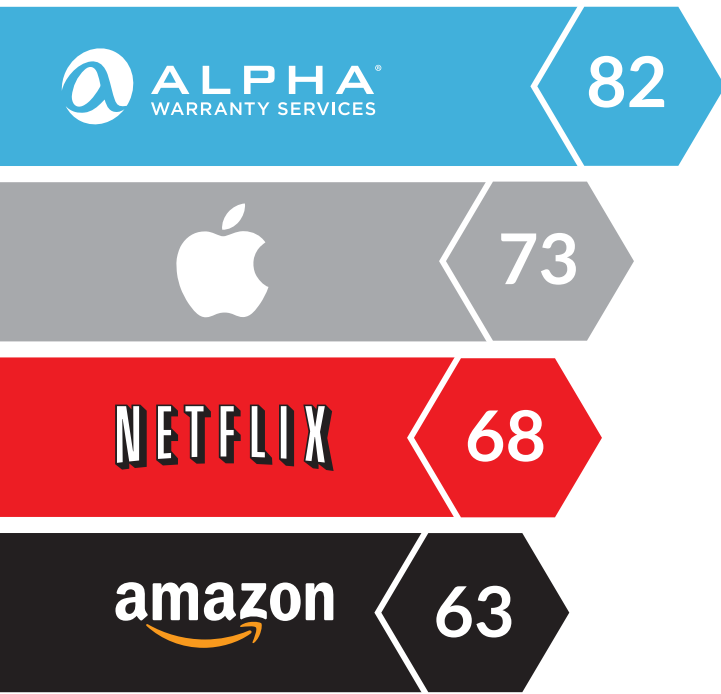


ALPHA[®]
WARRANTY SERVICES

COMMITTED TO
CUSTOMER
SATISFACTION



Alpha's NPS score compared to Customer Satisfaction Superstars



The Net Promoter Score (NPS) is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used as a proxy for gauging the customer's overall satisfaction with a company's product or service and the customer's loyalty to the brand.



Google allows customers to give businesses a review using a star system ranging from 1 star being poor, to 5 stars being excellent.

WHY OUR REPUTATION MATTERS

Providing the industry's best service and top-of-the-line products are simply the way Alpha does business. These practices, and standing by them, have consistently earned us top Google ratings of 4.5 (out of 5) stars from more than 1,200 reviews, compared to the industry average of 2.27 stars from only 134 reviews. Since 2012, Alpha has also been honored with numerous national and local awards. These awards range from individual achievements, workplace recognition for flexibility and enjoyment, and business growth, which all demonstrate Alpha's dedication to business excellence and commitment to providing our customers and partners with peace of mind.

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