

Highlights from the Q2 Member Survey

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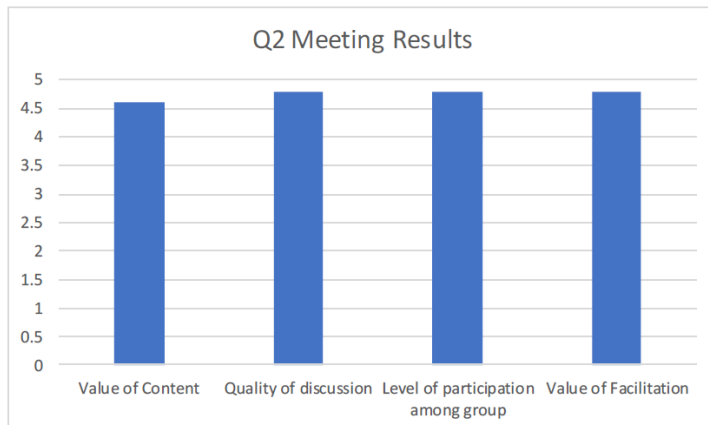
In Q2, HTG implemented a new, shorter, bi-annual member survey designed to 1) assess program performance and value, and 2) identify trends and projections to influence planning.

Thank you to all who shared their thoughts and input through our survey. We appreciate the feedback and the information that we received from your work.

Your facilitator has the results for your group and we discussed these topics during our recent Facilitator Training. Ask your facilitator to see your individual group results if you'd like to see how your peers responded to specific questions. Here are several highlights from the Q2 survey:

Program Performance and Value

- Net Promoter Score (NPS®): 88 with 294 responses. (This value exceeds our goal of 80—very high for membership organizations— across all HTG programs.)
- HTG Value Proposition is met: 89.5% selected “Agree Fully” or “Agree Mostly”
- Received valuable feedback regarding my life and business: 91.5% selected “Agree Fully” or “Agree Mostly”
- HTG is helping me plan for and live out my life and legacy desires: 93.2% selected “Agree Fully” or “Agree Mostly”
- Q2 Meeting Results (Content, Discussion, Participation, Facilitation):



Trends and Projections

- Plan to exit your business in the next 3 years: 9.8% selected “Yes”
- Plan for growth: 64.8% selected “Growth in existing market”; 15.2% selected “New products and services”; 13.8% selected “M&A”
- Forecasted revenue growth in next 12 months:



We appreciate your responses and are pleased with the feedback. We continue to work to improve the member experience and enhance the work/life outcomes from our program.

Let me know if you have questions about the survey. Thank you in advance for participating in our Q4 survey when all geographies meet in Orlando. We are listening!

Thank you,

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