



PETKİM

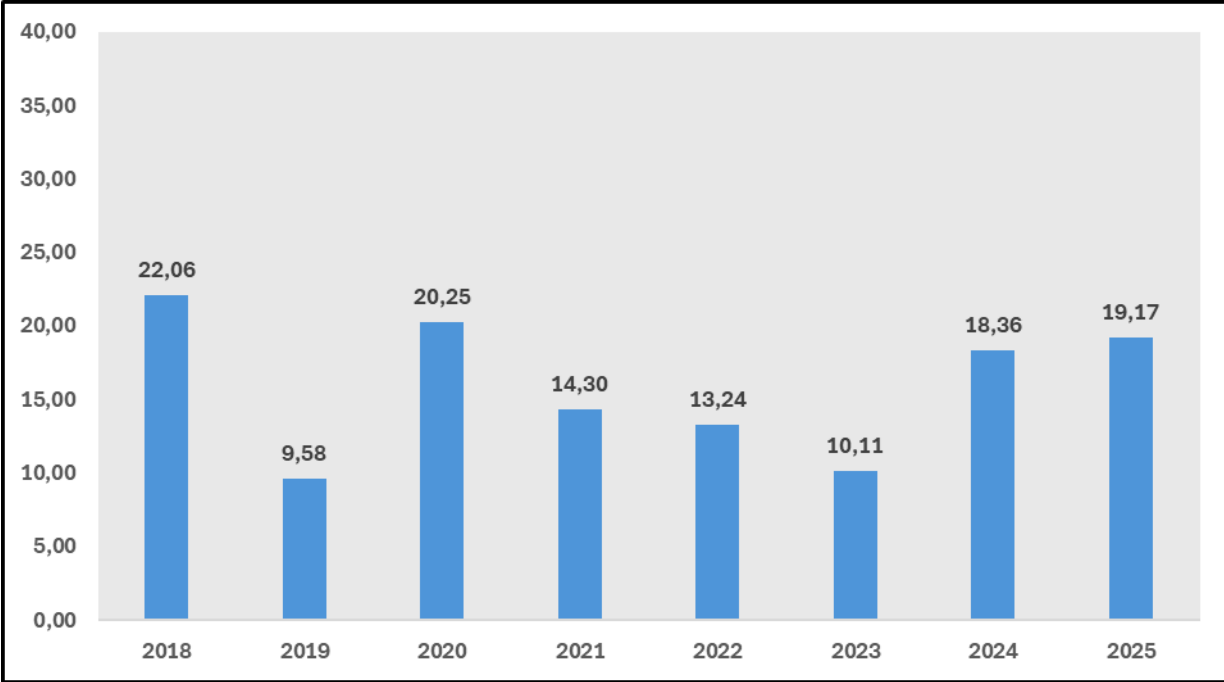
**2025 DOMESTIC CUSTOMER SATISFACTION
SURVEY REPORT**

**CUSTOMER RELATIONS MANAGEMENT DIRECTORATE
MARCH 2026**

SUMMARY INFORMATION

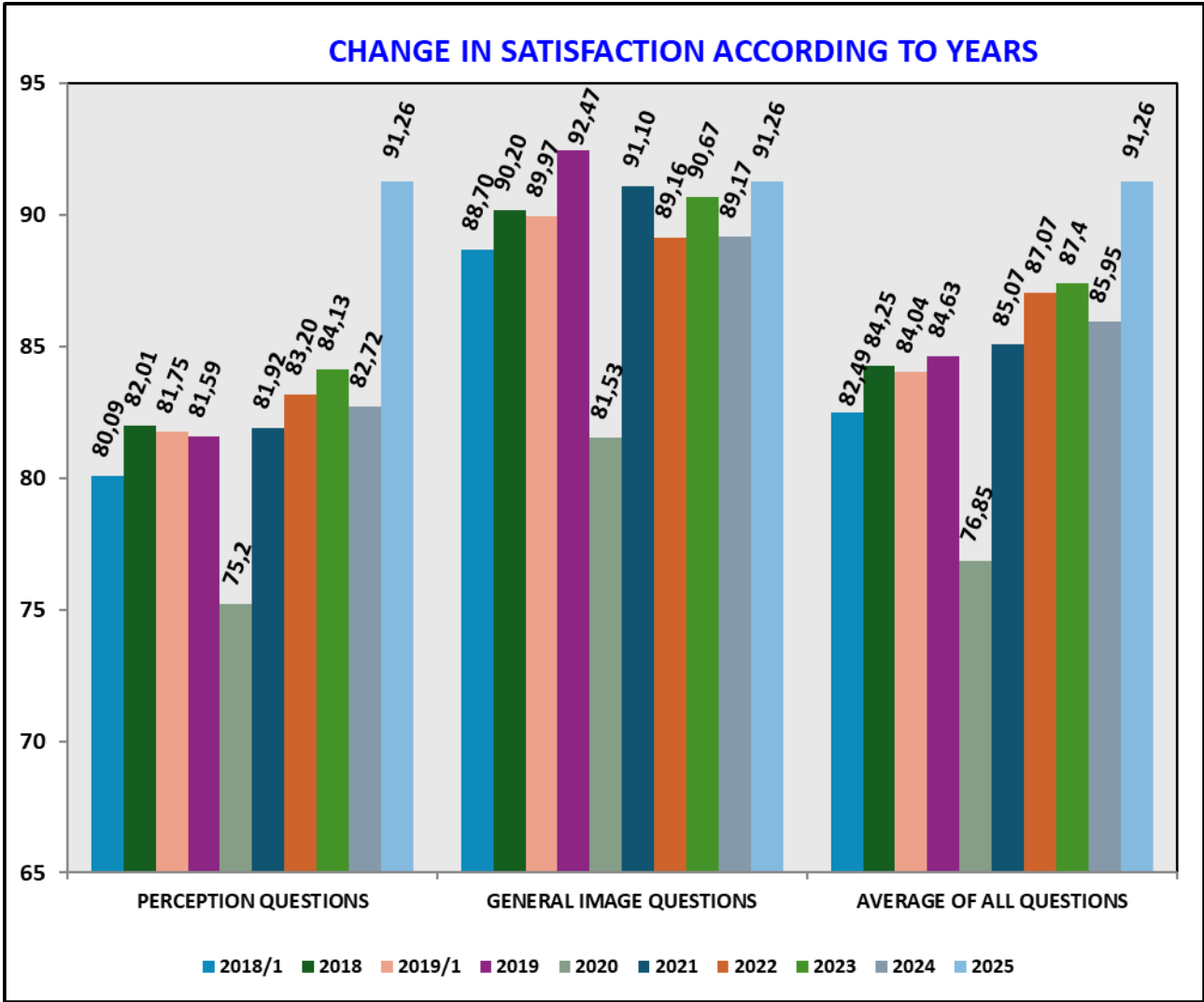
Our company conducts Customer Satisfaction Survey (MMA) in order to determine customer expectations and perceptions regarding our products and services, to analyze the findings and see opportunities, and to support improvement efforts.

The survey questions were reviewed at the February 2025 MİK (Customer Relations Board) meeting. It was adopted that the survey would be sent to domestic customers who purchased 1 pallet or more of products between 01.01.2025 and 31.12.2025. The survey prepared electronically was sent to the e-mail addresses of 626 domestic customers registered in our Company on 19.02.2026. A total of 120 customers responded to the survey. The return rates by year are given in the graph below.



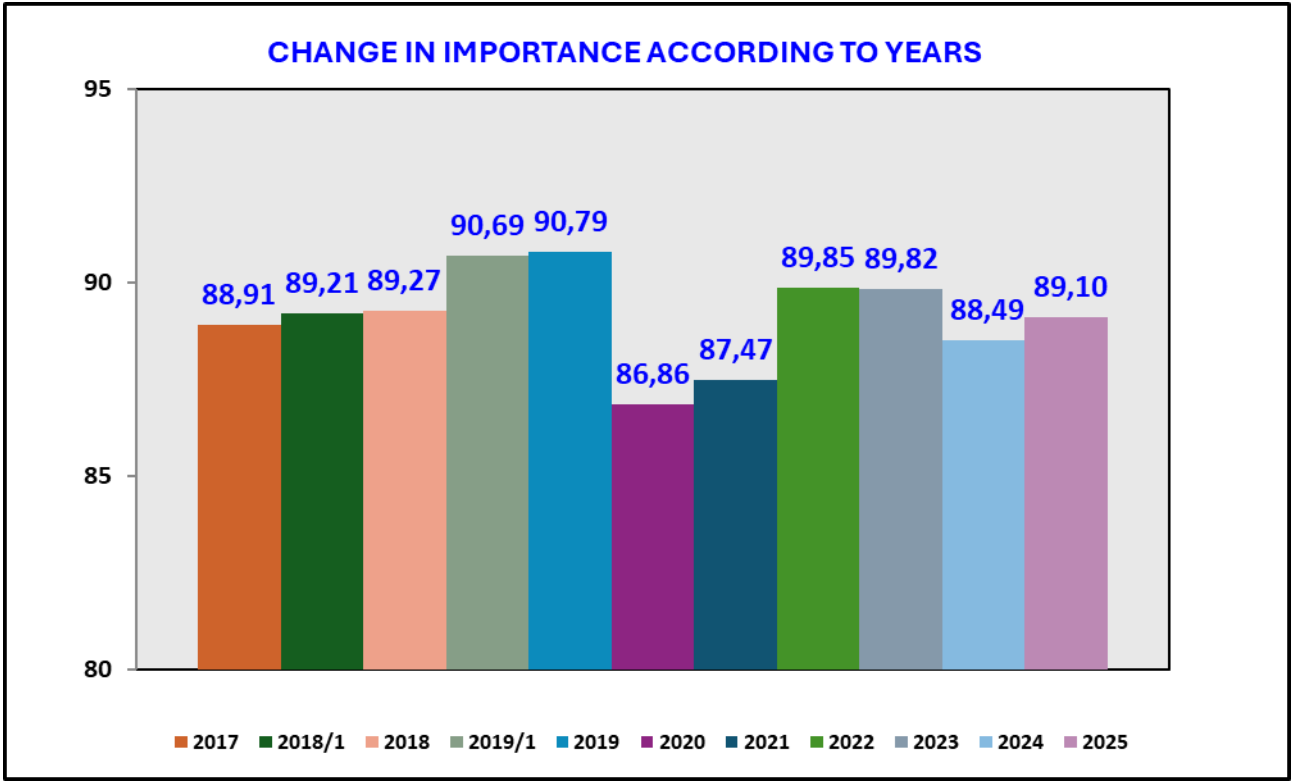
RESULTS

Satisfaction results are shown in Graph 1, importance results are shown in Graph 2.



Graph 1. Satisfaction Rates by Year

The average satisfaction rate for all questions asked in the survey was 85.95% in 2024, while it increased by 5.38% in 2024 and was 91.33%.



Graph 2. Importance Rates by Year

Despite the fluctuations seen in customer satisfaction, it is seen that our customers continued to give importance to the questions asked in our survey from 2017 to 2020. It is seen that there is a parallelism in 2023 compared to 2022. It was determined that there was an increase of 0.61% in 2025. The target for 2024 has been determined as 90%.

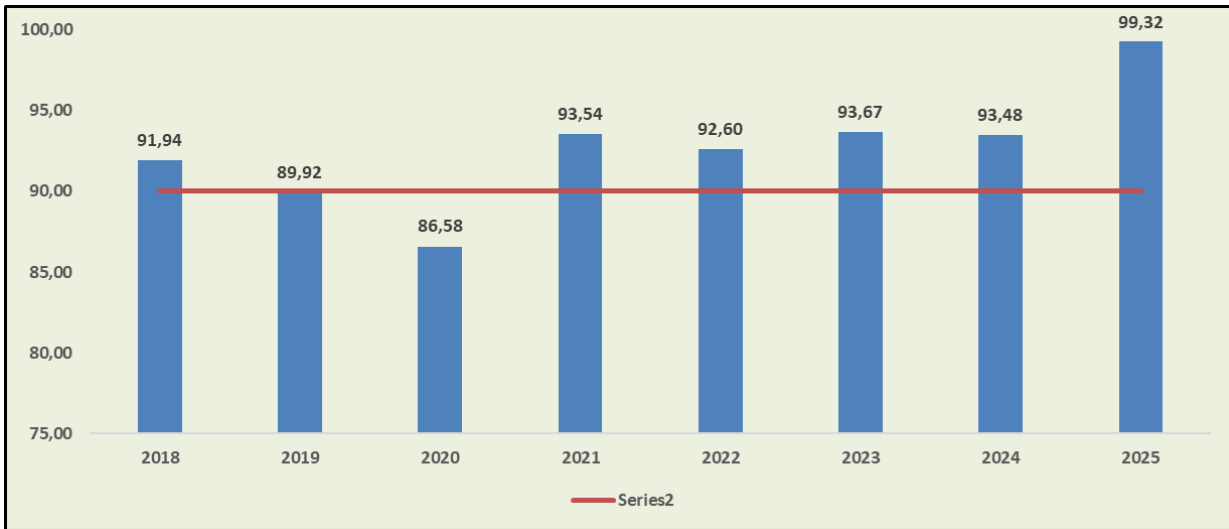


Chart 3. Customer Expectations Meeting Rates by Year

The rate of meeting customer expectations was 93.48% in 2024, while it increased by 5.84% in 2025 and became 99.32%. It is seen that there is a realization above the annual target of 90%.

Table 1: Question-Based Satisfaction Results and Differences in 2025

QUESTIONS	Rate of Meeting Expectations	Average Satisfaction	Average Importance
I am satisfied with the product quality.	100,81	91,57	92,17
The product price is appropriate for the value it offers.	101,40	91,90	92,00
The features of the product/service meet my expectations.	103,43	93,22	91,67
My order was delivered on time.	103,85	92,89	91,00
My order was delivered complete and undamaged.	103,07	92,40	91,00
Sufficient information was provided about the delivery process.	105,29	93,55	90,67
The staff was polite and approachable.	103,92	92,56	90,67
The staff had sufficient knowledge and competence.	94,43	83,47	90,17
I was able to reach an authorized person as soon as I requested.	103,17	90,91	89,83
The billing process was clear and understandable.	103,89	90,91	89,33
My complaints or requests were handled and resolved quickly and effectively.	105,67	91,40	88,67
I am satisfied with the organization's approach to ethics and social responsibility.	105,08	90,91	88,50
Overall, I am satisfied with the product/service.	105,32	90,74	88,17
My overall experience with the organization was positive.	108,82	92,89	87,67
I would consider using this organization and its products/services again.	109,19	91,74	86,50
I am satisfied with the quality of customer service/technical support	108,44	91,24	86,33
I am satisfied with the corporate reliability and image.	112,60	92,07	84,83
I would recommend the product/service to others.	108,61	89,59	84,67

The scores given by our customers in the 2025 customer satisfaction survey are given in Table 1.

Staff courtesy and openness to communication, along with the staff's sufficient knowledge and competence were the most satisfied issues, while product prices were the least satisfied issues.