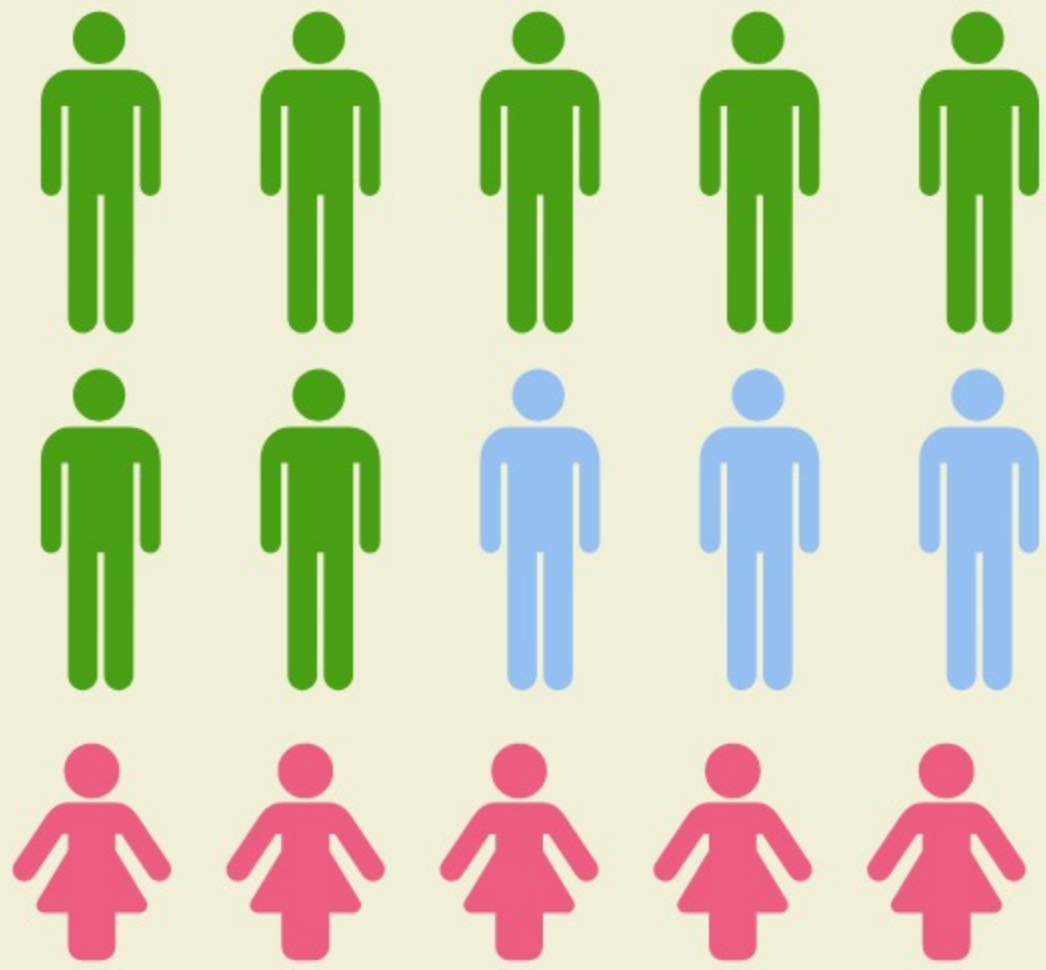


# 2017 Membership Satisfaction Survey Results



## Respondent Profile

The majority of respondents for this year's survey has 5 or more years of experience, with over 80% of respondents being sole owners of their company.

### How long have you been in business?

- 13% Less Than One Year
- 28% One to Four Years
- 30% Five to Ten Years
- 29% Over Ten Years

## THE STATS

### Annual Conference



80% of respondents agree the NASMM Annual Conference focuses on topics to enhance and expand their business

### Dates



84% of respondents indicate the first quarter of the year as the best time to hold the NASMM Annual Conference

### Education



87% of respondents look to NASMM as one of their top choices in education

### Website



90% of respondents agree the NASMM website is helpful as an informational resource

### E-List



96% of respondents indicate the NASMM E-List is a valuable tool for networking and information exchange

### Dues



81% of respondents believe NASMM dues are appropriate for the services provided

### Staff



95% of respondents are assured the NASMM staff will follow up on their concerns in a timely manner

### Newsletter



79% of respondents indicate "Moving Matters" is an important source of information



97% of respondents agree NASMM provides quality programs and services to its members



98% of respondents would recommend NASMM membership to other Senior Move Management companies



Your Success is  
Our Business!