

Bookminders Earns Outstanding 90% Net Promoter Score



Bookminders is proud to announce an exceptional **90% Net Promoter Score (NPS)**, achieved through our annual client satisfaction survey. This score reflects the trust, reliability, and highest quality service that define our relationships.

NPS¹ is the standard metric used to measure how likely clients are to recommend a business. Industry averages range from 30–49% and scores above 70% are considered excellent.²

Our latest score not only demonstrates broad client satisfaction but also underscores the strength and longevity of our partnerships, with **62% of our clients having worked with us for five years or more**. Feedback from our survey reinforces what sets Bookminders apart: deep expertise, responsiveness, and a thorough understanding of each organization's unique needs.

As one client shared, *"Our accountant has been such a consistent and helpful accounting staple for our company... she alerts us to issues we didn't know existed and guides our team with a knowledge base that we trust day in and day out."* Another commented, *"We've worked with Bookminders for over nine years and are extremely happy with the professionalism, high level of expertise, and customer service. Each accountant has been a delight to work with."* Feedback throughout the

survey echoed these sentiments, affirming the trust and satisfaction that define our client partnerships.

We are incredibly grateful to those who took time to share their experiences and to our dedicated staff whose commitment drives these results. From first interactions to long-standing engagements, our team's focus on excellence ensures every client receives reliable, high-quality support.



One respondent summed it up perfectly with: *"Bookmindors has made our accounting processes very collaborative and seamless."* Congratulations to our staff for continuing to deliver exceptional service, earning the trust, loyalty, and advocacy of those we serve.

References:

1. Net Promoter®, NPS®, NPS Prism®, and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld. Net Promoter ScoreSM and Net Promoter SystemSM are service marks of Bain & Company, Inc., NICE Systems, Inc., and Fred Reichheld.

2. Delighted by Qualtrics. NPS Benchmarks by Industry. Retrieved September 2025, from <https://delighted.com/nps-benchmarks>; SurveyMonkey. (et Promoter Score Benchmarks: What Is a Good NPS? Retrieved September 2025, from <https://www.surveymonkey.com/mp/net-promoter-score-benchmarks-customer-loyalty/>; CustomerGauge. NPS Benchmarks. Retrieved September 2025, from <https://customergauge.com/benchmarks/blog/consumer-nps-benchmarks>

