

Munich, October 14<sup>th</sup> 2020

Object: Letter of Recommendation

Note Interactive Sp. z o.o. is a business partner of FlixBus GmbH from August 17<sup>th</sup> 2018, in the field of Social Customer Service.

The cooperation started with moderation of Polish FlixBus fanpage on Facebook, with the goal of replying within 30 minutes to up to 90% of 3 000 inquiries per month. Due to agency's ability to meet the requirements and constantly improve its performances, the scope of cooperation has been expanded and since the beginning of 2020 Note Interactive is responsible for Social Customer Service in five languages.

The agency replies to all the inquiries in Polish, Italian, French, German and English Language (US market and inquiries worldwide), both on Facebook and Twitter. The total amount of messages is up to 8 500 monthly, with agency replying in an average time of 34 minutes.

Employees of Note Interactive Sp. z o.o. demonstrate every day high professional qualifications and an excellent understanding of the philosophy of FlixBus GmbH, as well as the needs of our customers, which undoubtedly translates into increased trust in the FlixBus brand and the company's development.

This was most visible during Covid-19 pandemic, which affected thousands of passengers and Clients of FlixBus in every country in which the company is providing its services. The way in which the moderators from Note Interactive handled all the cases, their ability to adapt to constantly changing conditions with proactive approach deserves the highest praise.

Being fully satisfied with the quality of performance, we are pleased to recommend Note Interactive Sp. z o.o. as a credible, reliable, and effective business partner in the field of implementing and moderating communication in Social Media.



Lara Cuttini

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