



February 2018

As we enter the new year, our most important priority continues to be offering you, our customers, delightful experiences with our products and services. To help us better meet your needs, RSA has engaged Kadence International to conduct a short, 4-5 minute telephone survey of a sampling of RSA customers.

An email from our company president, Rohit Ghai, was sent to you during the week of February 12, 2018 introducing Kadence International and this survey, and requesting your participation. You have been contacted by Kadence International and we are hoping you will take a few minutes to participate.

The customer sample was randomly chosen and responses are entirely anonymous. Please take a few moments to speak with Kadence International candidly about your experience with RSA products and services. As part of the call, Kadence will verify your respondent details so we can update our internal database. These details will not be associated with your survey response, which is anonymous.

We value your feedback and your input will help us get better at serving you. On behalf of RSA's Customer Experience team, I thank you for taking the time to tell us what is on your mind.

And if you have any questions or concerns about this study, please reach out to me directly.

Allison



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