

# MEDIA RELEASE

## CEU.com Conducts Customer Satisfaction Survey

*Research shows that web-based education is convenient and effective*

**Old Saybrook, Conn., April 28, 2008:** In November of 2007, CEU.com teamed up with Genesis Marketing research to conduct a satisfaction survey to determine how we are doing in meeting the critical needs of our customers. These surveys went out to a random sample of customers from CEU's database, and all responses were kept anonymous.

According to the data, the median respondent has used CEU.com for more than six months but less than a year and works in a company with more than 500 employees. Sixty percent of the respondents are female, and 19 percent are employed as sales representatives. Adjusters make up 16 percent of the respondents, while 11 percent are customer service representatives.

Nine out of ten reported that they are "very satisfied" or "satisfied" with our services. That same percentage said they would "definitely" or "probably" use CEU.com products and services and the future, and that they would recommend us to their colleagues.

Convenience stands out as the most important reason people choose CEU.com. More than half of the respondents said they tried us because using our courses was easy or convenient. Six in ten said our website was easy to navigate and they were able to complete courses in a timely manner.

To find out more about the convenient, efficient services offered by CEU.com, visit us on the web today.

### [About CEU.com](#)

Founded in 1999, CEU.com is a continuing education provider offering insurance and adjuster license holders convenient, engaging, and superior quality compliance training delivered via the Internet. Courses are authored by professors and insurance industry experts, and they are designed to incorporate the most relevant and up-to-date information to enhance the career

development of insurance professionals. CEU.com is approved in all 50 states and the District of Columbia.

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