

PERIODICAL SURVEY OF CLIENT SATISFACTION
WITH BIOCRYSTAL PRODUCTS WITH INSERTED
BIOCRYSTAL MIXTURE

(research conducted since December 2016 to February 2017)

PERIODICAL RESEARCH OF CLIENT SATISFACTION WITH BIOCRYSTAL PRODUCTS

INTRODUCTION

At the end of the 2016. and beginning of the year 2017. a survey was conducted and fulfilled by customers of products with inserted Biocrystal mixture (toppers, pillows, with Biocrystal® Sleepad or made of foam with implemented Biocrystal mixture).

The survey had a goal to answer the questions about the usage of products with Biocrystal mixture implemented, customer's satisfaction and effects that are the result of sleeping on the Biocrystal topper.

We have questioned in total 300 participants out of which we could use 54 completely correctly fulfilled questionnaires for creating survey report.

SURVEY REPORT

Customers of Biocrystal products answered the questions as follows:

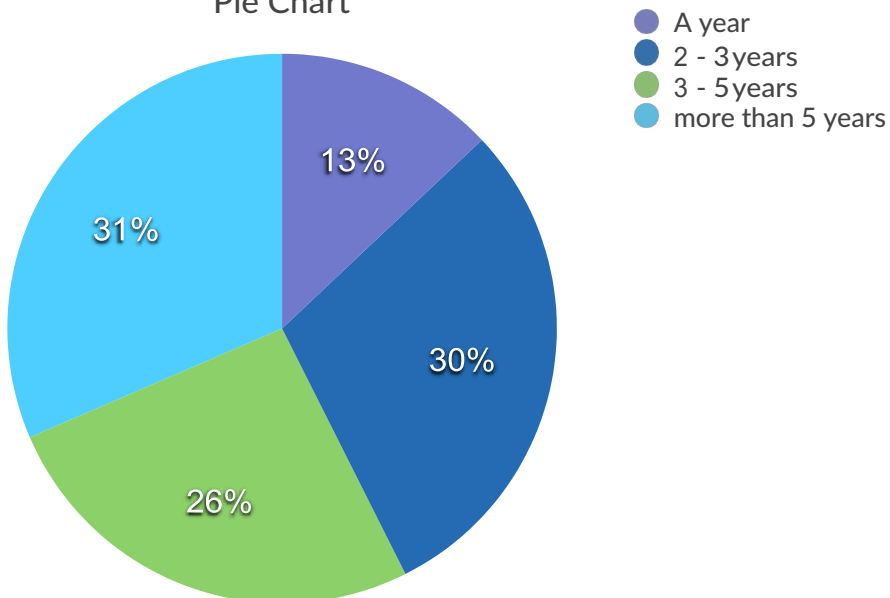
1. For how long are you using the products with Biocrystal?

- A year: 7 answers (13%)
- 2 – 3 years: 16 answers (29,6%)
- 3 – 5 years: 14 answers (26%)
- more than 5 years: 17 answers (31,4%)

Period of using product with Biocrystal

PERIOD OF USING	USERS
A year	7
2 - 3 years	16
3 - 5 years	14
more than 5 years	17

Pie Chart

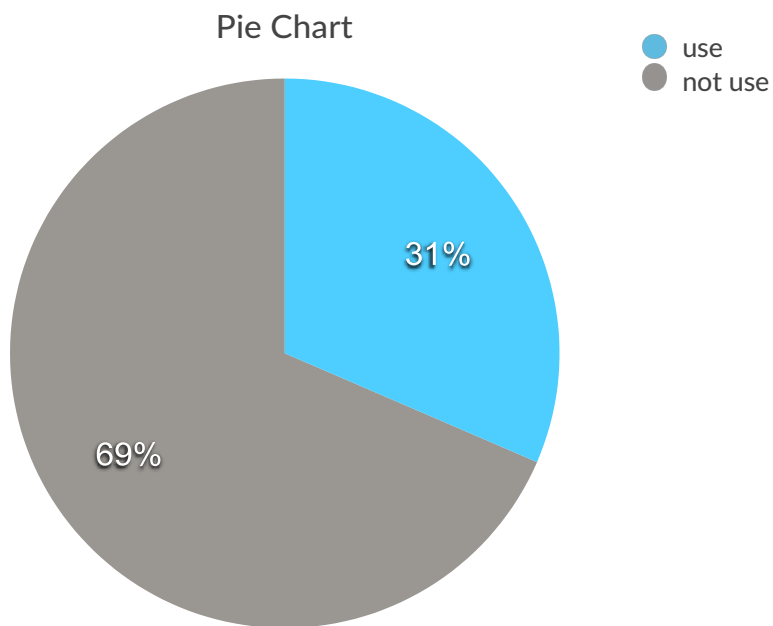


2. Is there anyone in your family also using the Biocrystal product?

17 participants gave an affirmative response (31,4%).

Family members who also use Biocrystal topper

USE OR NOT	USERS
use	17
not use	37

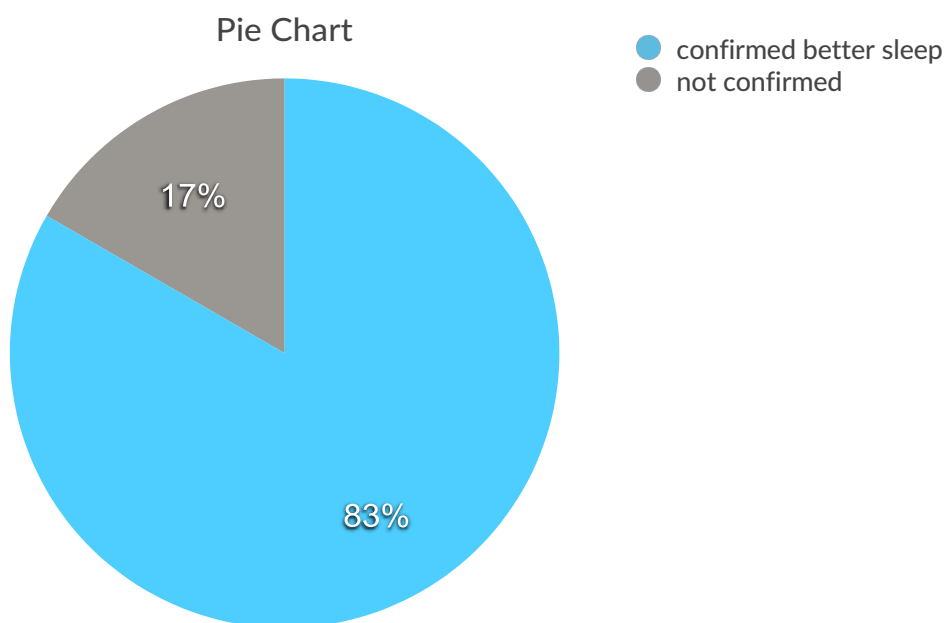


3. Can you confirm that you are sleeping better when sleeping on product with Biocrystal

45 participants (83,3%) confirmed that they are sleeping better when sleeping on Biocrystal product.

How many user confirmed better sleeping on Biocrystal product

CONFIRMED	USERS
yes	45
no	9

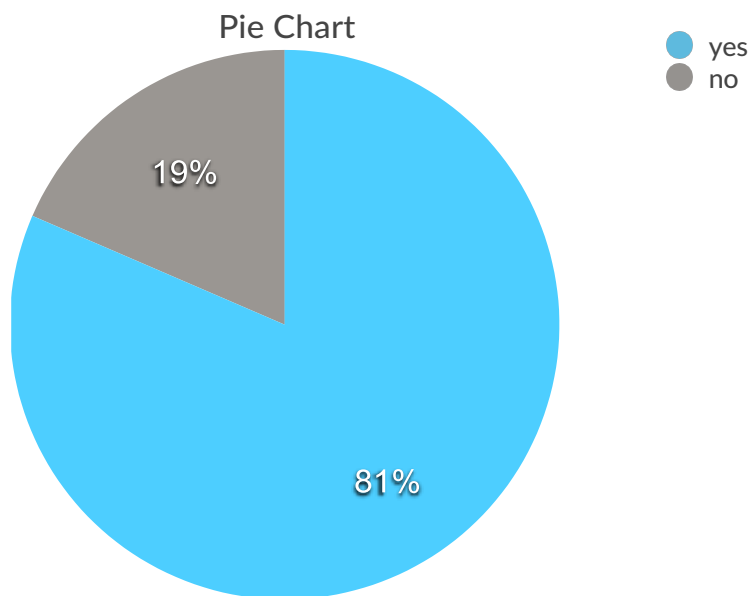


4. Does sleeping on Biocrystal product decreased various physical problems (pains, blood circulation, blood pressure, ...)

44 participants have answered that various physical problems have decreased since sleeping on Biocrystal product (81,5%).

sleeping on Biocrystal decreased various physical problems

CONFIRMED	USERS
yes	44
no	10



5. Would you recommend Biocrystal products to others?

At the end, based on their only positive experiences 47 participants (87%) would recommend the Biocrystal topper to others.

Would you recommend Biocrystal topper to others?

CONFIRMED	USERS
yes	47
no	7

