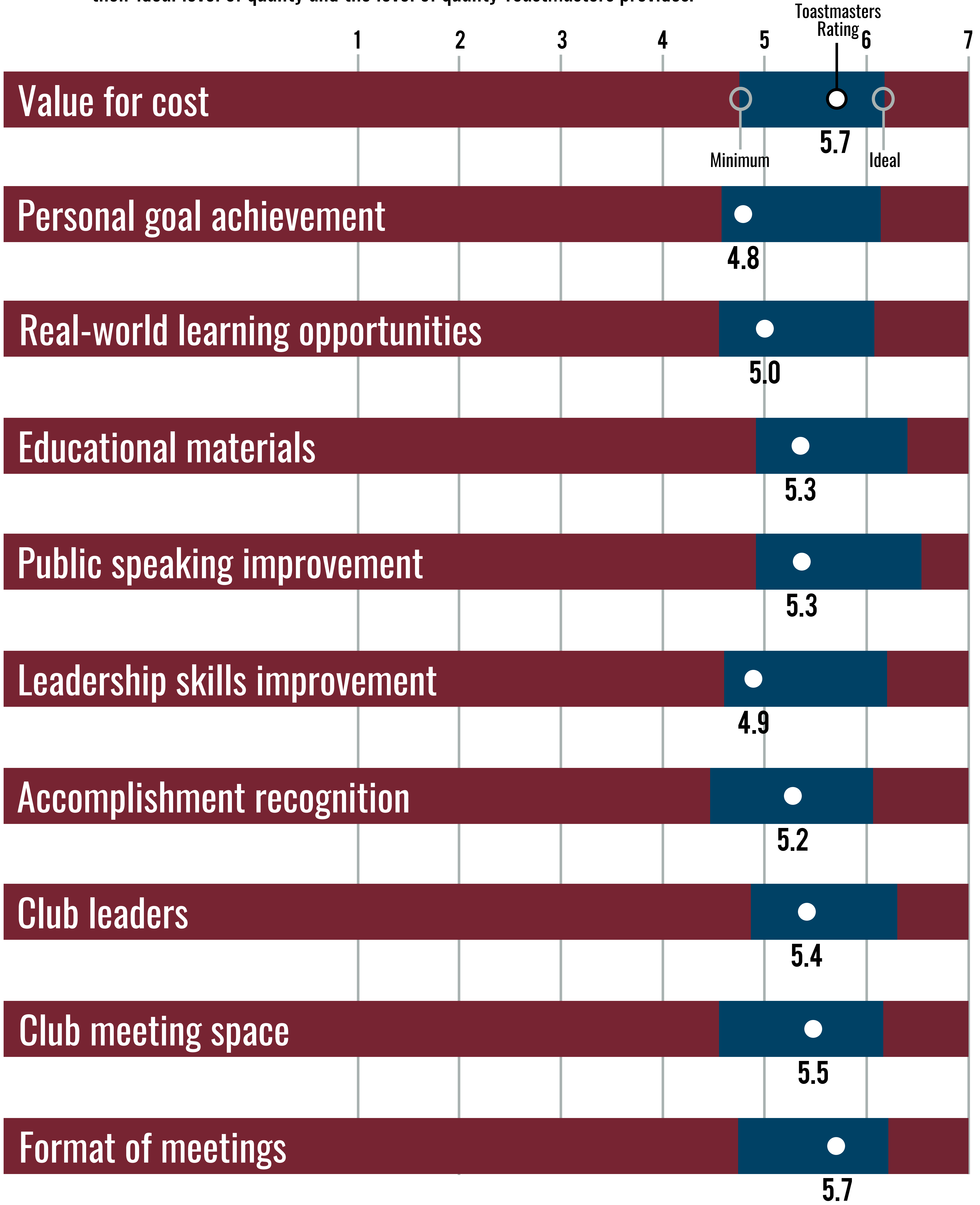


MEMBER SATISFACTION SURVEY



July 2018
n=1,541

For each category, members rated the minimum level of quality they were willing to accept, their ideal level of quality and the level of quality Toastmasters provides.



Willingness to recommend Toastmasters
8.6 out of 10

Overall satisfaction with Toastmasters
5.6 out of 7

How many friends, family members or colleagues have you recommended Toastmasters to?

| NONE | 1 | 2 | 3 | 4 | 5 OR MORE |
|-------|------|-------|-------|------|-----------|
| 10.2% | 9.3% | 16.8% | 13.4% | 7.3% | 42.9% |

5.9 out of 7 Have an optimistic view of the future of Toastmasters

+/- 2.6%
Margin of Error

95%
Confidence Interval

75.0%
Completion Rate

15.9%
Response Rate