

# We appreciate our customers' feedback

We are asking all Te-Care™ service customers to give us their feedback on how we performed.

Your response will help us to continuously learn about your specific needs, monitor our performance and define ways in which we can improve our services to you.

Every six months, to thank you for your participation in the survey, we will award great prizes to three lucky winners.

- 1<sup>st</sup> prize: Sony e-book reader
- 2<sup>nd</sup> prize: Apple iPod®
- 3<sup>rd</sup> prize: USB stick

Please complete our customer service survey – now online for your convenience – when you receive the request to participate.

To find out more on Tecan's Te-Care services, visit [www.tecan.com/support](http://www.tecan.com/support)

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1<sup>st</sup> prize winner – Carmen Navarro Garcia, Hospital Clinic Barcelona, Spain



2<sup>nd</sup> prize winner – Florence Hilaire, Meril, France