



This is to certify

Pumps (UK) LTD

Has achieved the high standard required for

Gold Trusted Service

Based on the genuine ratings of
their verified customers

A handwritten signature in black ink, appearing to read 'Andrew Mabbutt', written in a cursive style.

Andrew Mabbutt

CEO, Feefo Holdings Ltd
February 2018

PUMPS (UK) LTD AWARDED FEEFO GOLD TRUSTED SERVICE AWARD 2018

February 2018, Pumps (UK) Ltd has won the Feefo Gold Service award, an independent seal of excellence that recognises businesses for delivering exceptional experiences, as rated by real customers.

Created by Feefo, Trusted Service is awarded only to those businesses that use Feefo to collect genuine ratings and reviews. Those that meet the high standard, based on the number of reviews they have collected, and their average rating, are awarded. A badge of honour, this accreditation remains unique, as it is based purely on the interactions with verified customers. As all reviews are verified as genuine, the accreditation is a true reflection of a business' commitment to outstanding service.

Pumps (UK) Ltd met the criteria of collecting at least 50 reviews between January 1st 2017 and December 31st 2017, with a Feefo service rating of between 4.5 and 5.0.

Peter Bunton, Pumps (UK) Ltd commented: "It's a real honour to receive this award from Feefo. To be recognised for delivering exceptional experiences to our customers is a great achievement. We've been working hard to ensure our customers receive the best service possible, and being able to listen, understand and respond to their needs has enabled us to improve our offering in 2017. We're looking forward to another successful year ahead."

Speaking on this year's award, **Andrew Mabbutt, CEO at Feefo**, commented: 'The Trusted Service award has always been about recognising those companies that go the extra mile. Once again, we have seen many incredible businesses using Feefo to its full potential, to provide truly memorable experiences for their customers – and rightly being awarded with our most prestigious accreditation. I look forward to the continual success of the businesses that work in partnership with Feefo throughout 2018.'

Feefo is a ratings and reviews, and customer analytics platform that provides the tools to collect genuine, purchase-verified reviews on behalf of over 4,000 businesses. Feefo ensures that all feedback is authentic, by matching it to a legitimate transaction; this is in order to increase consumer confidence, and combat the rising issue of fake reviews.

About Feefo

Feefo is a global reviews and customer analytics solution to boost business & build trust. Feefo collects reliable customer feedback to deliver up to date insights so businesses and consumers can make better decisions. Feefo does this on behalf of 4,000 companies, providing reviews and customer analytics for more than 5,000 websites. For more information please visit: www.feefo.com

About Pumps (UK) Ltd

Pumps UK cover all areas of the water pump industry. They are the UK specialists in the selection and installation of Cold Water Booster Sets, Pressurisation Units, Circulators, and Submersible pumps.